

Riverside Community Quality of Life Survey

Report Submitted to:

City of Riverside (Office of Economic Development)

Submitted by:



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EXECUTIVE SUMMARY

In 2013, 2015, and 2019, The City of Riverside engaged in a wide-ranging survey effort to determine the perceptions of the quality of life among City residents and among those who work in the City but live elsewhere. Those survey efforts were designed to measure progress toward the strategic priorities and cross-cutting threads described in “**Envision Riverside 2025.**” Like years past, the survey was meant to spark community-wide engagement that would promote and improve the quality of life for residents and workers in Riverside.

The Institute of Applied Research and Policy Analysis (IAR) at California State University, San Bernardino (a full-service consulting and applied research organization), is pleased to submit its final report on the fourth Riverside Community Quality of Life Survey conducted this year (2022). This current survey, in combination with the results from the 2013, 2015, and 2019 surveys, tells a story about Riverside...its successes and its challenges.

SURVEY METHODS

Two types of survey methodologies were used in order to elicit information from Riverside City residents and non-resident workers:

- 1) A **telephone survey** was used in order to tap the opinions of **Riverside City residents**. This methodology is perhaps the best way to generalize to the population of residents with the most confidence and accuracy. If conducted properly, telephone surveys allow the researcher to ensure a *statistically valid, random sample* of residents of the community who have phones (including cell phones).

This year the researchers used a registered voter list as the sampling frame from which participants were drawn. Of course, the downside of using registered voter lists is that not everyone is registered to vote! But given the increase in registrations in advance of the 2020 presidential election, this is not as serious a downside as it has been in the past, and Pew research has shown that the use of voter lists precludes estimates that are statistically undistinguishable from random digit dialing.

A total of 500 residents were surveyed between April 23 and April 28, 2022 (with 28 surveys – 5.6% – conducted in Spanish with non-English-speaking residents), resulting in a 95 percent level of confidence and an accuracy of +/- 4.4%. A weighting factor was applied to the data to correct for slight oversampling of older people and non-Hispanics (people traditionally more likely to respond to a phone survey).

- 2) An **online survey methodology** was used to tap opinions of **Riverside adult residents** who did not have an opportunity to participate in the phone survey. In addition, a separate online survey was designed to elicit the views of people who **work (or attend**

college/university) in the city but live elsewhere. Although online surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted. The online versions of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page on May 26, 2022 and were available through July 16, 2022. A total of 2,134 “adult” surveys of City **residents** were taken online (10 of which were completed in Spanish) and 112 surveys were taken online in English by **non-residents** – those who work (or attend college/university) in Riverside and live elsewhere.

NOTE: If there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

HIGHLIGHTS OF FINDINGS

The questionnaires for the Riverside Quality of Life survey effort were constructed to provide data that is useful (as opposed to simply “interesting”) and *actionable*. In this executive summary, the questions are grouped based on the six priorities of the Envision Riverside 2025 strategic plan (and related topics) and **focus mainly on the telephone survey results** (the statistically valid results which reflect the profile of adults in the City as shown in the 2020 Census). Following are overviews and a few highlights from the surveys of Riverside City residents and non-resident workers/college students.

The reader should note that throughout the report, **Bold** numbers are phone survey results (**statistically valid**, based on a random sample of residents); underlined numbers are online results for residents and workers.



Arts, Culture and Recreation:

“Provide diverse community experiences and personal enrichment opportunities for people of all ages.”

OVERVIEW: Riverside is perceived by residents and non-residents to be a good place to enjoy art and culture, and to bring visitors. For the most part, parks and recreational spaces meet people’s needs, but concerns were raised about the safety and cleanliness of the parks, with special mention made about the issue of homeless people. In addition, libraries, shopping, restaurants, and festivals meet most people’s needs, although people would like more diverse restaurant options and more publicity about festivals and events. Not unexpectedly, online sources (social media, websites, etc.) are the main ways people find out about events and resources in Riverside.



Additional highlights:

- 84.1% of non-residents strongly agreed or agreed that “Riverside is a good place to enjoy art and culture.”
- 70.4% of residents in the online survey feel that “Riverside is an attractive place.”
- 62.0% of residents in the online survey believe that the public libraries meet their needs.

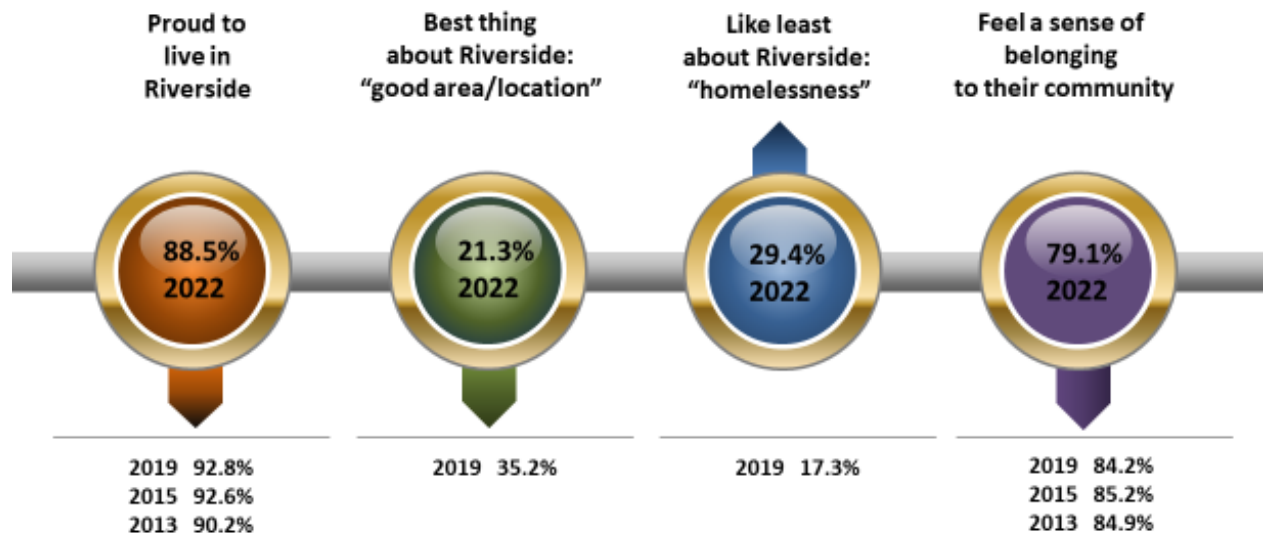


Community Well-Being:

“Ensure safe and inclusive neighborhoods where everyone can thrive.”

OVERVIEW: Survey respondents are proud to live and work in Riverside and perceive the City

to be a place where people throughout the age spectrum can thrive. The “best thing” about living in Riverside is “good area/location,” and the homeless population/panhandling is the major negative issue for residents. Most respondents (especially older residents and Hispanics) feel a strong sense of belonging to their community, and most believe that Riverside is a place where diversity is supported and valued. Feelings of safety have significantly declined since the initial 2013 survey, predominantly because of concerns about the homeless population/panhandlers and crime. Residents and non-residents continue to donate their time and financial resources to Riverside causes, although the numbers are down slightly from 2019.



Additional highlights:

- 80.4% of people who work in Riverside but live elsewhere say they are proud to work in Riverside.
- **86.7%** of residents in the phone survey and 73.3% in the online survey view Riverside as a place where diversity is supported and valued.
- **61.4%** of residents in the phone survey and 52.0% in the online survey feel it is safe to walk in their neighborhood
- **25.2%** of residents in the phone survey and 10.1% in the online survey feel satisfied with the progress made so far in addressing homelessness in the city.



Economic Opportunity:

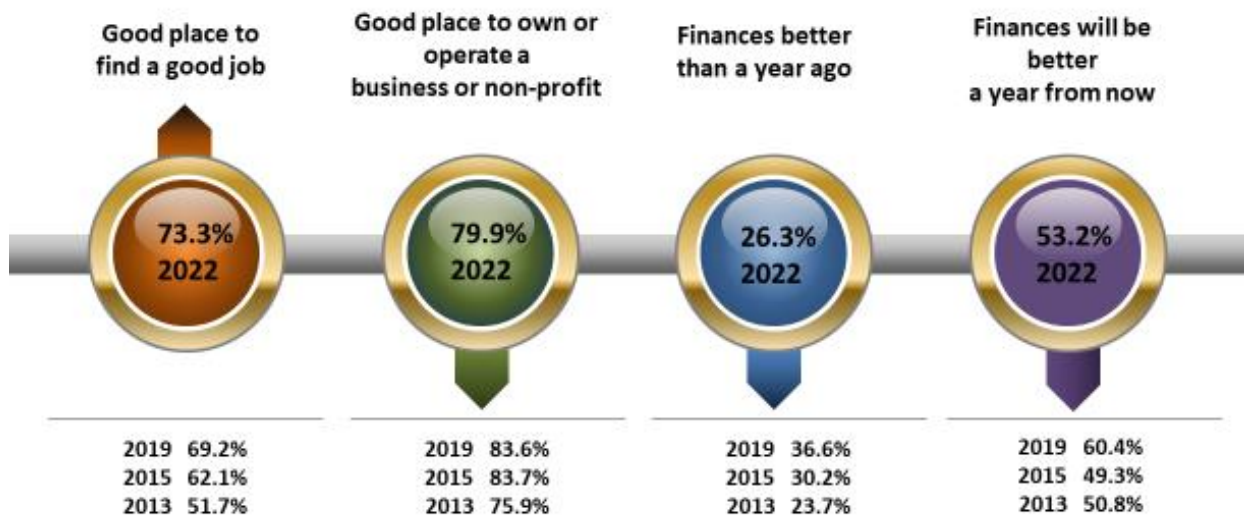
“Champion a thriving, enduring economy that provides opportunity for all.”

OVERVIEW: Riverside is seen as a place to find a good job and to own or operate a business or

non-profit. It is also seen as a good place to start and grow a business and to realize the goals people have for the future (although those statistics have declined since 2019).

Recommendations for making Riverside a better place for business is for the city to do more to reduce crime, theft, vandalism, panhandling around businesses, and drug/gang activity.

Satisfaction with business support services and training are down sharply from 2019. Many college students don't believe that the jobs they want are in Riverside, and/or they don't want to stay in the area once they graduate. Evaluations of respondents' current and future personal finances have declined.



Additional highlights:

- **74.6%** of residents in the phone survey state Riverside is a good place to realize the goals they have for their future.
- **63.9%** of residents in the online survey believe that Riverside is a good place to start and grow a business.
- **30.3%** of residents in the online survey say that pay in Riverside is “not as good as jobs in other places.”



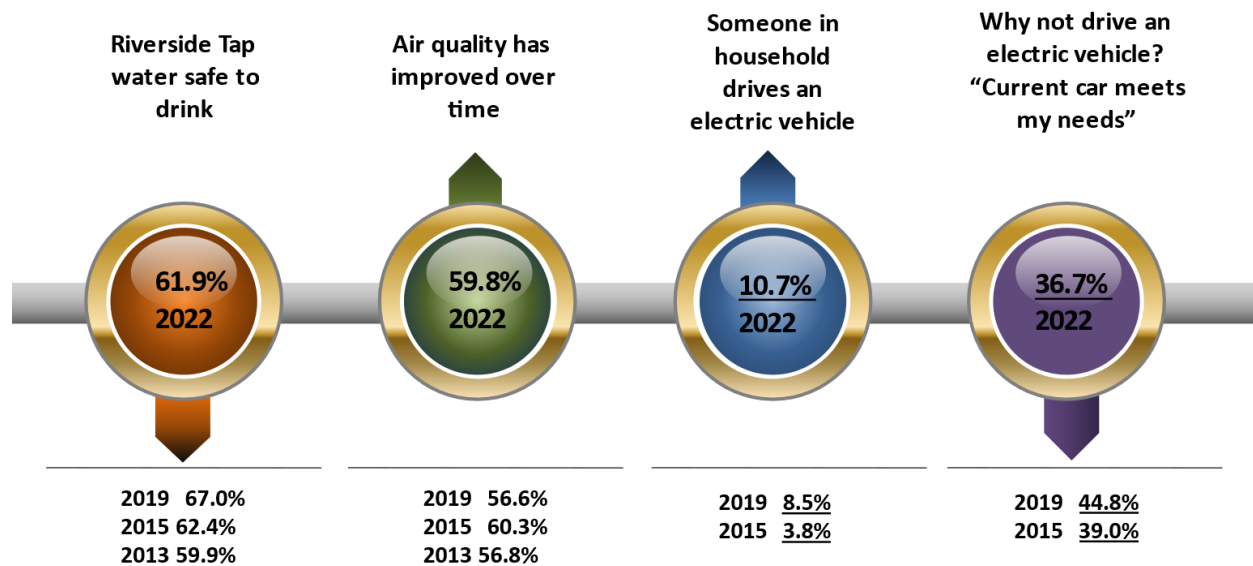
Environmental
Stewardship

Environmental Stewardship:

“Champion proactive and equitable climate solutions based in science to ensure clean air, safe water, a vibrant natural world, and a resilient green new economy for current and future generations.”

OVERVIEW: Riverside's water meets state and federal quality standard, yet water quality ratings from Riverside's residents and non-resident workers have declined over time. The region's air quality had been improving from the 1970's through 2015, but it has gotten worse since 2016. Longtime residents contacted for the phone survey have noted some improvement in

air quality since they moved to Riverside, however online survey results show that the percent of residents noting improvement has declined since 2019. Electric vehicle use has increased over time, mainly for financial reasons (i.e., saving money on gas).



Additional highlights:

- 11.9% of non-resident workers say that some in the household drives an electric vehicle
- 50.0% of residents in the online survey drive an electric vehicle to save money on gas, and 27.9% do so out of concern for the environment
- 31.5% of residents in the online survey do not drive an electric vehicle due to the price of the vehicle



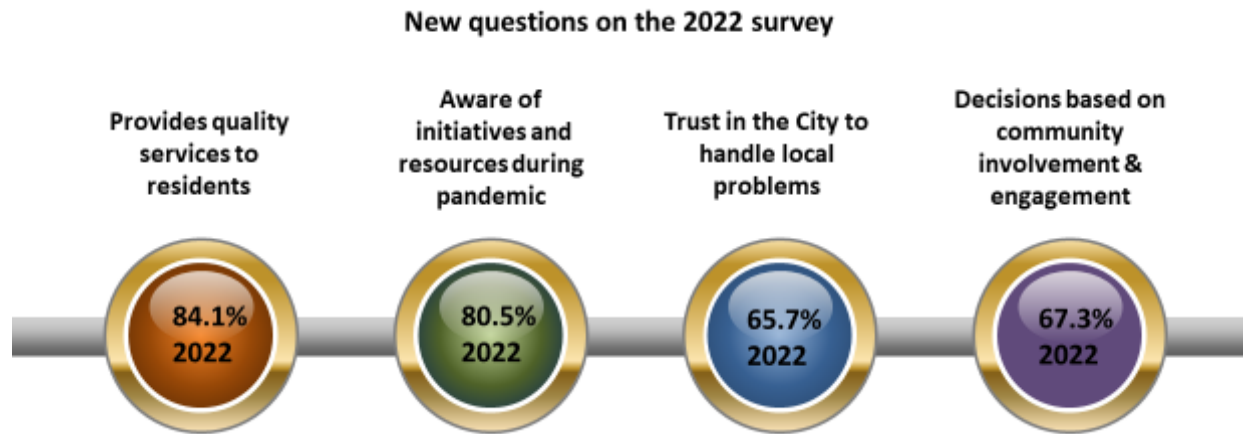
High Performing
Government

High Performing Government:

“Provide world class public service that is efficient, accessible and responsive to all.”

OVERVIEW: Riverside received high marks for the quality of the services provided to its residents. Even during the pandemic, the City provided a panoply of services and initiatives to help with pandemic issues. Most respondents were aware of these services and felt the City did “very” or “somewhat” well responding to pandemic issues. Usage of the City’s *eComment* feature on the website has increased over time, but still remains low. Social media is seen as an increasingly important way to communicate with the City’s residents and workers. Usage of the 311 system hasn’t changed since 2019, but ratings have significantly declined. Over **85%** of phone survey respondents have experienced some form of community engagement in City government over the past 12 months. The predominant reason for engaging is when something

affects the person's neighborhood. A majority of phone survey respondents have a "great deal" or "fair" amount of trust in City government when it comes to the City handling local problems, and believe that leaders make decisions based on community involvement and engagement.



Additional highlights from the online surveys:

- 60.2% of residents in the online survey agree or strongly agree "Riverside provides quality services to its residents."
- **43.5%** of phone survey respondents thought that the city did "very well" responding to pandemic issues, and **47.7%** said the City did "somewhat well."
- 64.7% online residents heard about the survey on social media (Twitter, Facebook, Instagram, etc.).
- **70.5%** of phone survey respondents rate the 311 system as "excellent" or "good."

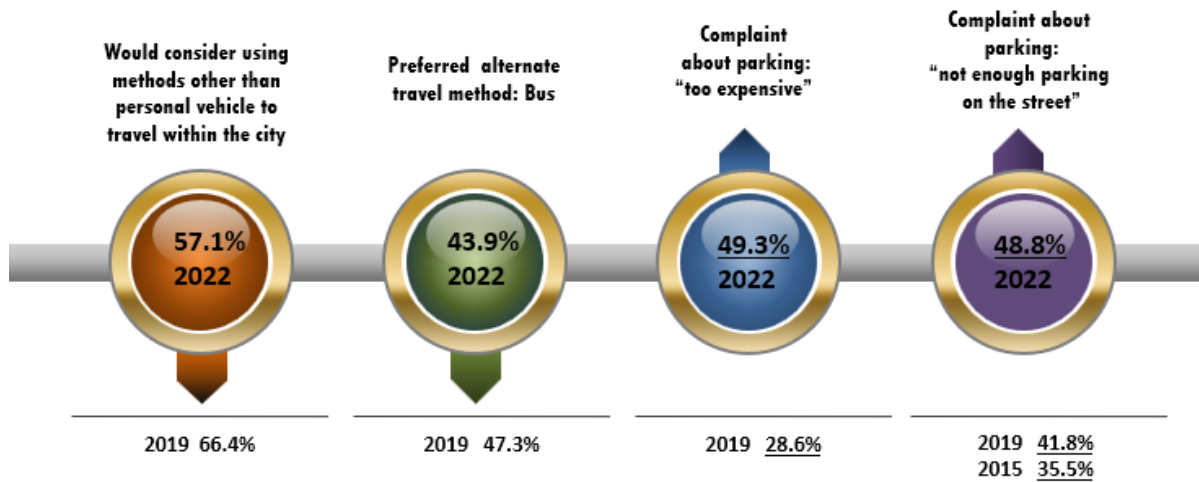


Infrastructure,
Mobility and
Connectivity

Infrastructure, Mobility & Connectivity:

"Ensure safe, reliable infrastructure that benefits the community and facilitates connection between people, place and information."

OVERVIEW: Willingness to use alternatives to a person car or motorcycle to travel within the city, while still relatively high, has decline somewhat. Taking a bus is the predominant alternative form of transportation for those willing to get out of their cars or off their cycles. But overall, relatively few people report that they actually USE public transportation, with the main reason being concerns about safety and inconvenience. Complaints about parking issues in downtown Riverside continue to be expressed, with people especially noting a lack of parking both on the street and in parking garages or lots. Many residents believe that there is nothing the City can do to encourage more walking and biking, but others promote improving the City's infrastructure by installing more sidewalks and bike lanes, and improving bike lane connectivity.



Additional highlights:

- 41.1% online residents also stated they would consider other modes to travel within the city besides taking a personal car or motorcycle.
- 14.2% of residents in the online survey use public transportation within the City

INTRODUCTION

In 2009, Riverside’s business and civic leaders joined the community in forming “Seizing our Destiny,” an organization dedicated to creating “an even better quality of life in our community” and telling Riverside’s story.¹ That organization understood the statement “*if you can’t measure it, you can’t improve it,*” and to that end, commissioned the first Riverside Community Quality of Life survey.

In 2013, 2015, and 2019, the Institute of Applied Research and Policy Analysis (IAR) at California State University, San Bernardino, worked with the City of Riverside to field a wide-ranging survey effort to determine the perceptions of the quality of life among City residents and among those who work in the City but live elsewhere. Those surveys measured the City’s progress in improving the quality of life in the City. In addition, those surveys sparked community-wide engagement that helped to promote and improve the quality of life in Riverside. IAR is pleased to be involved in the survey effort once again.

Public and private sector leaders, residents, and non-resident workers all have a stake in the quality of life in Riverside, where “quality of life” is defined as the level of well-being/happiness of individuals who live, work, and play in the City. All of these stakeholders can use the information from the 2022 Riverside Community Quality of Life survey to celebrate the factors which have improved since the baseline 2013 survey and which make the city great, and to create a “call to action” to make progress in addressing those areas that need improvement.

Some questions were specifically developed this year to provide performance metrics for “**Envision Riverside 2025**,” the City’s strategic plan developed and approved in 2021.² The six “Strategic Priorities” adopted by the Riverside City Council include:

- **Arts, Culture and Recreation:** Provide diverse community experiences and personal enrichment opportunities for people of all ages.
- **Community Well-Being:** Ensure safe and inclusive neighborhoods where everyone can thrive.
- **Economic Opportunity:** Champion a thriving, enduring economy that provides an opportunity for all.
- **Environmental Stewardship:** Champion proactive and equitable climate solutions based in science to ensure clean air, safe water, a vibrant natural world, and a resilient green new economy for current and future generations.
- **High Performing Government:** Provide world class public service that is efficient, accessible and responsive to all.
- **Infrastructure, Mobility and Connectivity:** Ensure safe, reliable infrastructure that benefits the community and facilitates connection between people, place and information.

1. <https://riversideca.gov/sod/>

2. <https://riversideca.gov/press/envision-riverside-2025>

This final report of the 2022 Riverside Community Quality of Life Survey is organized by the above strategic priorities. This year's survey, in combination with the results from the 2013, 2015 and 2019 surveys, continues to tell a story about Riverside...its successes and its challenges. The report begins with a brief description of survey methods (with more detailed information provided in Appendix I), followed by the survey findings. Questionnaires are shown in Appendices II to IV, and full data displays are available in Appendices V to VII.

SURVEY METHODS

How was the survey conducted?

Two types of survey methodologies were used in order to elicit information from Riverside City residents and non-resident workers: a phone survey and an online survey.

- 2) The **phone survey** methodology was used in order to tap the opinions of **Riverside City residents**. This methodology is perhaps the best way to generalize to the population of residents with the most confidence and accuracy. If conducted properly, telephone surveys allow the researcher to ensure a statistically valid, random sample of residents of the community who have phones (including cell phones).

This year the researchers used a registered voter list as the sampling frame from which participants were drawn.³ Of course, the downside of using registered voter lists is that not everyone is registered to vote! But given the increase in registrations in advance of the 2020 presidential election, this is not as serious a downside as it has been in the past. Further, residents who are not registered to vote still had the opportunity to participate in the online version of the survey. Thus, we feel confident that the phone survey yielded a valid representation of opinions of City residents.

- A total of 500 residents were surveyed between April 23 and April 28, 2022 (with 28 surveys – 5.6% – conducted in Spanish with non-English-speaking residents), resulting in a 95 percent level of confidence and an accuracy of +/- 4.4%.
- The data were slightly skewed toward older people and non-Hispanics (people traditionally more likely to respond to a phone survey), thus in order to better reflect the overall demographic profile of the city, a weighting factor was applied to the data.

- 3) **Online surveys** were used to tap opinions of **Riverside adult residents** who did not have an opportunity to participate in the phone survey. In addition, a separate online survey

3. The Pew Research Center has determined that use of voter lists produced estimates that were statistically indistinguishable from random digit dialing. <https://www.pewresearch.org/methods/2018/10/09/comparing-survey-sampling-strategies-random-digit-dial-vs-voter-files/>

was designed to elicit the views of people who **work in the city but live elsewhere**. Although online surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted.

- The online versions of the Riverside Community Quality of Life Survey were made active on the RiversideSurvey.com web page on May 26, 2022, and were available through July 16, 2022.
- A total of 2,134 “adult” surveys of City **residents** were taken online (10 of which were completed in Spanish) and 112 surveys were taken online in English by **non-residents** – those who work (or attend college/university) in Riverside and live elsewhere. Some of those surveys had some missing data for certain variables, however all “usable” data were included in the results section of the report.

NOTE: If there is a discrepancy between online survey results and phone survey results, *the phone survey results are the statistically valid results which should be relied upon*.

See **Appendix I** for further detail about the survey methodology.

How was the questionnaire constructed?

As mentioned above, the Institute of Applied Research has been fielding quality of life surveys in the City of Riverside since 2013. The original 2013 questionnaires were developed with the imperative/guideline that items were only included if they would **provide data that is useful (as opposed to simply “interesting”) and actionable**. IAR developed those original questionnaires using questions from IAR’s Inland Empire Annual Survey, a question from a survey conducted by the Pew Internet & American Life Project,⁴ and some new questions of interest to the Seizing Our Destiny Champions Council and Leadership Core. Those questions were structured to enable us to:

- compare perceptions of different aspects of quality of life across subgroups of the population,
- compare residents’ perceptions to hard data about aspects of quality of life, and
- elicit information that could result in recommended priorities for action which would have the greatest chance of making a positive difference in the quality of life of Riverside residents and non-resident workers.

The 2013 survey development process was a collaborative and painstaking process, but it produced questionnaires that met the needs of Seizing Our Destiny personnel and other Riverside decision-makers at that time. For that reason (and because there was a desire to track changes in

4. “Neighbors Online,” by Aaron Smith, June 9, 2010; a project of the Pew Research Center.

quality of life over time), many of the questions from the 2013 survey were used in the 2015, 2019 and now the 2022 survey, with a few new questions designed to measure progress in meeting the goals set forth in Envision Riverside 2025.

The 2022 phone questionnaire for Riverside residents conducted by telephone is attached as Appendix II, the online questionnaire for City residents is attached as Appendix III, and the online survey for people who work (or attend college) in Riverside but live elsewhere is attached as Appendix IV.

FINDINGS: THE SIX STRATEGIC PRIORITIES

Following are the findings from the surveys of Riverside City residents and non-resident workers. The results are organized by the six strategic priorities (in alphabetical order) and the performance indicators described in Envision Riverside 2025 (with the five cross-cutting threads reflected where appropriate)⁵. Within each category, the weighted phone survey results are first presented, followed by the online results. **Telephone survey percentages are bolded** in order to reinforce the fact that these findings are the statistically valid and generalizable figures to focus on. Online results are underlined to distinguish these from the phone results. Significant changes from the 2013, 2015, and 2019 survey results are noted and discussed in the narrative, where appropriate.

But before the survey results are reported, we must reinforce the fact that this year's trend analysis is difficult due to life changes brought on by the physical and mental/emotional challenges experienced during the pandemic. A Gallup poll of U.S. adults in early 2022 showed that daily stress and worry were at a high point, and their measure of "thriving" declined due to the pandemic.⁶ Most believe that the Covid-19 situation is improving, yet a full 50% said that their lives would never get back to "normal." Thus, any comparison of 2022 data with earlier surveys must be interpreted through that lens.

The reader is encouraged to view the full data displays for this 2022 survey in Appendices V to VII.

5. Cross-cutting threads include Community Trust, Equity, Fiscal Responsibility, Innovation and Sustainability and Resiliency

6. <https://news.gallup.com/poll/394025/world-unhappier-stressed-ever.aspx>



Arts, Culture and Recreation

“Provide diverse community experiences and personal enrichment opportunities for people of all ages.”

OVERVIEW: Riverside is perceived by residents and non-residents to be a good place to enjoy art and culture, and to bring visitors. For the most part, parks and recreational spaces meet people’s needs, but concerns were raised about the safety and cleanliness of the parks, with special mention made about the issue of homeless people. In addition, libraries, shopping, restaurants, and festivals meet most people’s needs, although people would like more diverse restaurant options and more publicity about festivals and events. Not unexpectedly, online sources (social media, websites, etc.) are the main ways people find out about events and resources in Riverside.

Arts, culture, and recreation are vital aspects of every community. They bring people together, enable people to understand and appreciate each other’s uniqueness, and contribute to the economic base and overall quality of life in a City. Participating in arts, culture, and recreation can improve physical health, enhance mood, promote self-expression, boost self-confidence, and serve as a force for social change and innovation.

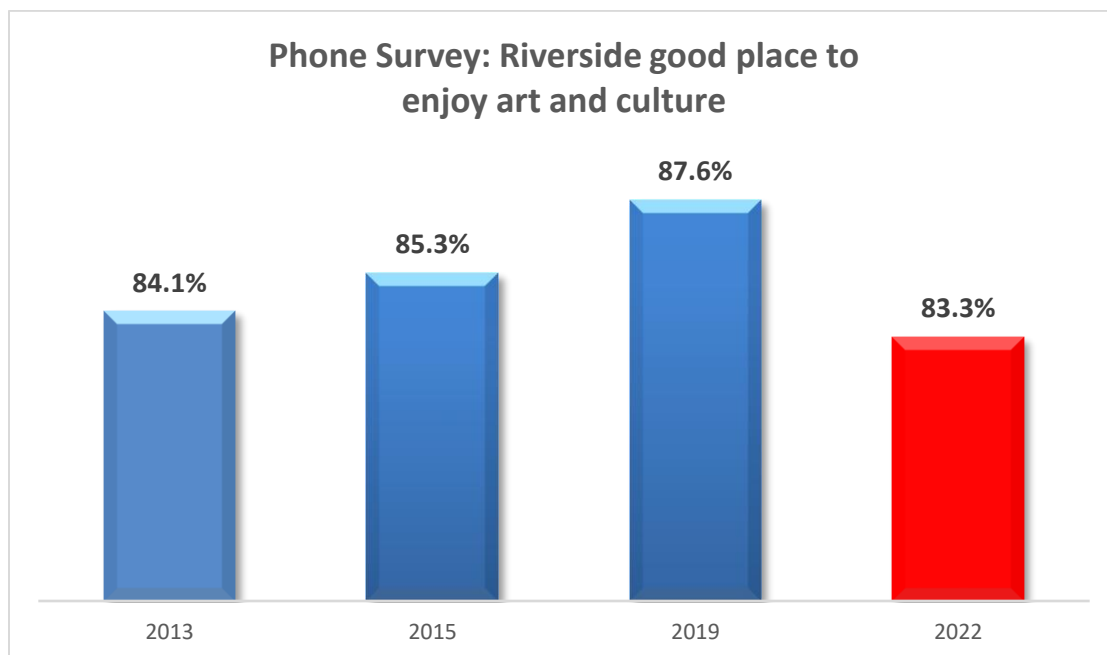
When one does a “Google search” using the keywords “City of Riverside,” the first link that appears includes the phrase “City of Arts & Innovation.” It is perhaps appropriate, then, that this report begins with a discussion of Arts, Culture and Recreation (the first strategic priority of the City when listed in alphabetical order).

This section of the report describes people’s evaluation of Riverside as a good place to enjoy art and culture, as well as restaurants, festivals, and shopping venues. It includes findings relevant to several of the indicators/ performance metrics established by City leaders such as whether parks, libraries, shopping, and entertainment venues meet the needs of City residents.

A place to enjoy art and culture

Phone survey respondents were asked whether they believe that “*Riverside is a good place to enjoy art and culture.*” Most respondents (**83.3%**) either “strongly agree” or “agree” with that statement – a decline from the **87.6%** with those opinions back in 2019. Non-residents who responded to the online survey had similar opinions, with 84.1% agreeing or strongly agreeing. As one example of the fact that Riverside is seen as a place to enjoy arts and culture, The Cheech Marin Center for Chicano Art & Culture opened on June 18, 2022 to a sold-out crowd. This is a welcome new addition to the array of art and culture already available in the City of Riverside. Future surveys will determine whether this venue increases the ratings of the city as a place to enjoy art and culture.

There were no significant differences in responses based on age, gender, or ethnicity, but there was a slight difference based on income (**86.4%** of those with incomes less than \$35,000 vs. **77.1%** of those with incomes of \$80,000 or more either agreed or strongly agreed). A similar pattern was held for education. Those with a college degree were less likely to rate Riverside as a good place to enjoy art and culture than those with only a high school education (**76.9%** of college degreed people vs **90.5%** with a high school education). It is possible that the subpopulation with higher incomes and education prefer traveling to LA or Orange County for their cultural and recreational experiences. But the bottom line is that a decade ago it was common to hear in casual conversation (especially among young people) the phrase “there’s nothing to do in Riverside,” yet these survey results indicate that this persistent thought is not shared by the statistically valid random sample of respondents.

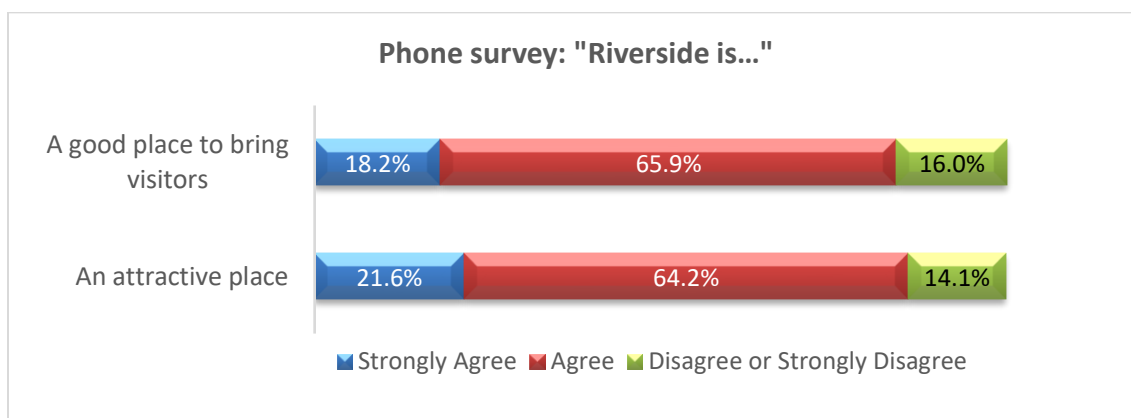


A place to bring visitors/An attractive place

Since most residents agree that Riverside is a good place to enjoy arts and culture, it stands to reason that they might also find Riverside to be a good place to bring visitors. The table below reflects that hypothesis. People also find Riverside to be an attractive place. Ratings on that variable have remained remarkably stable over time.

% Agree or Strongly Agree

		2013	2015	2019	2022
Riverside is a good place to bring visitors	Phone	83.7%	88.8%	89.3%	84.1%
	<u>Online resident</u>	<u>73.8%</u>	<u>79.8%</u>	<u>N/A</u>	<u>N/A</u>
	<u>Online non-resident</u>	<u>76.1%</u>	<u>87.0%</u>	<u>76.8%</u>	<u>72.6%</u>
Riverside is an attractive place	Phone	87.8%	88.9%	88.1%	85.8%
	<u>Online resident</u>	<u>79.7%</u>	<u>84.9%</u>	<u>83.3%</u>	<u>70.4%</u>
	<u>Online non-resident</u>	<u>77.6%</u>	<u>91.2%</u>	<u>77.0%</u>	<u>70.0%</u>



Libraries

In a digital era when some cities might be tempted to cut back on library services as a cost-cutting measure, it is important to note that libraries continue to be an integral part of the cultural life of a city. As noted in a blog by Brookings,⁷ the reason public libraries are so important “is that they and their librarians have gradually taken on other functions well beyond lending out books. In many communities, librarians are also ad hoc social workers and navigators. They help local people figure out the complexities of life, from navigating the health system to helping those with housing needs. This “go-to” role has influenced library programming and events, with libraries providing advice and connections to health, housing, literacy, and other areas.” Further, many libraries serve the function of being a “front-line” institution for addressing the needs of the homeless (an important issue considering the increasing level of poverty and homelessness in Riverside). More relevant for *this* section of the report, libraries encourage reading and exploration of culture. Some host “Writers in Residence” programs. Some collect, display, and/or promote local music and art. Some host readings and performances. In short, libraries are community builders – vital resources in cities that care about promoting community health, art, and culture.

7. <https://www.brookings.edu/blog/up-front/2017/03/30/how-public-libraries-help-build-healthy-communities/>

In 2019, phone respondents were asked whether public libraries in Riverside meet their needs. At that time, **85.6%** of those able to respond agreed or strongly agreed that their needs are met. The figure this year is **90.8%**, an improvement which bears on goal 1.5 of the strategic plan. Further, 62.0% of residents who completed the survey online said that the City’s public libraries meet their needs, and an additional 14.9% said their needs are met “somewhat”. About a third of non-residents (31.0%) indicated that they don’t use the City’s libraries and another 17.0% said libraries meet needs “somewhat.”

We note that Riverside’s new main library opened on June 26, 2021, and features an arcade space that can be used for community events and family festivals. It also has meeting rooms, an Innovation Center, and an inviting Children’s Room. All of this needs to be actively communicated to the community so that they don’t think of the library simply as “a place to check out books.”

Parks and recreational spaces

In 2019 and again in 2022, a question was placed on the survey asking: “*About how many times a year do you visit the parks and recreational spaces in the City of Riverside?*” As shown in the table below, most of the 2022 respondents visit parks once a month or more often. These figures are virtually unchanged from the 2019 figures.

How many times a year do you visit the parks and recreational spaces in the City of Riverside?

	More than once a month	About once a month	A few times a year	Never
Phone	41.3%	17.7%	31.7%	9.3%
<u>Online resident</u>	<u>39.4%</u>	<u>15.0%</u>	<u>34.9%</u>	<u>7.8%</u>
<u>Online non-resident</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

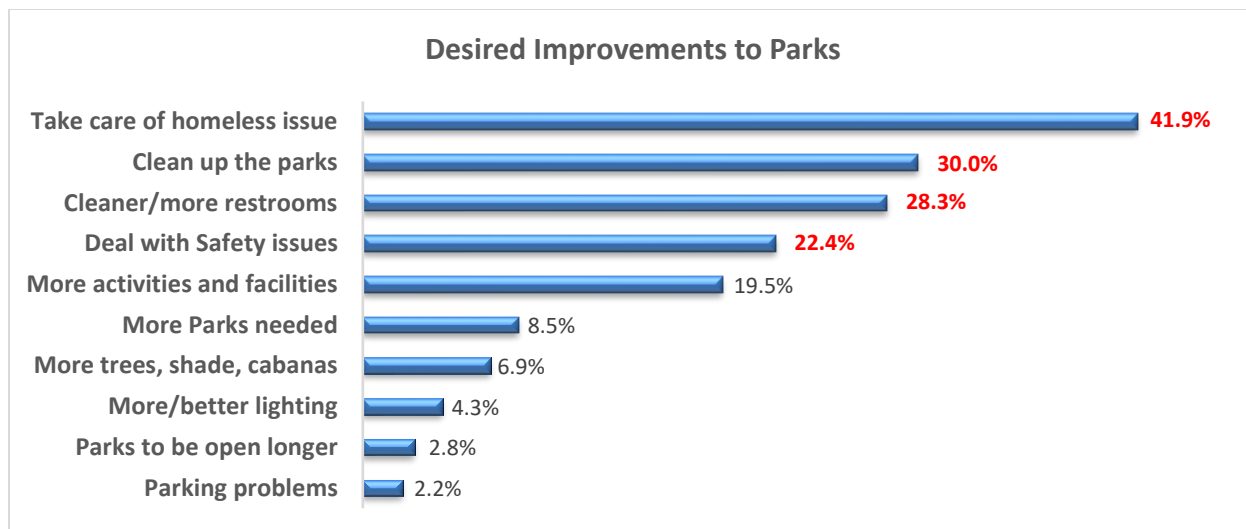
Respondents who indicated that they visit the parks and recreational spaces at least a few times a year were then asked whether those facilities meet their needs. Two-thirds (**66.4%**) of phone survey respondents indicated that their needs are met (down from **73.4%** in 2019), and another **28.5%** said that their needs are “somewhat” met (up from **21.9%** in 2019). These data can be used when monitoring two of the goals embedded in the strategic plan: goals 1.3 and 1.4.

**Do Riverside’s parks and recreational spaces meet
your needs?**

	Meets needs	Somewhat meets needs	Doesn't meet needs
Phone	66.4%	28.5%	5.2%
<u>Online resident</u>	<u>43.6%</u>	<u>37.9%</u>	<u>18.4%</u>
<u>Online non-resident</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

As we commented earlier, surveys are only useful if they are *actionable*. It is for that reason that we asked a follow-up question of those who said that their needs in this area were not met (or only somewhat met): “*How would you like the parks and recreational spaces to be improved?*” In the 2019 survey, **20.4%** of respondents expressed the perception that the homeless population using the parks is a problem. That was the #2 issue mentioned – eclipsed only by the need for more activities and facilities for the general public, for children, and for seniors. As shown in the graph below, this year’s survey showed a very different pattern. “Taking care of the homeless issue” was mentioned by **41.9%** of phone survey respondents who indicated that the parks only met needs “somewhat” or “not at all.” Perhaps more troubling, that issue was mentioned by 81.1% of online survey respondents. The concern about the homeless population will be mentioned later in this report, but suffice it to say that the sharp increase in comments about dealing with the homeless is something that must be addressed by the City.

In a related issue, **22.4%** of phone survey respondents mentioned the need to improve the safety of parks and recreational spaces. Further, cleanliness of the parks overall and the restrooms in particular, was mentioned by a large percentage of those responding to this question, and that percentage has doubled from the 2019 survey. These issues (in addition to others shown below) are probably at the core of reasons why a sizable number of Riverside residents said they never (or rarely) visit the parks and recreation spaces.



The titles of these coded categories are relatively obvious, but not so obvious is the passion with which people provided their input on the online surveys. The main themes of the sometimes quite extensive comments (provided to the City in an Excel file) focused on: (1) concerns about the homeless encampments in the parks, and (2) the perceived overall lack of safety at the parks. Consider the following examples of those verbatim comments from online survey respondents:

- *“Add security guards to help people feel safe and also keep homeless out.”*
- *“For any new projects, the homelessness issues would need to be addressed first, otherwise open space would be undesirable with homelessness at the parks.”*
- *“Not safe to go to parks with so many homeless people.”*
- *“Playgrounds need to be upkept and if something is broken please get it fixed soon.”*
- *“There are broken jungle gyms, removed swings that haven’t been replaced, and the overall amount of homeless people is out of control.”*
- *“City should be focused on harm reduction, for example providing safe injection sites for drug users. I was at Fairmont park and one parking lot had 10 needles “sharps.”*
- *“It is extremely hot in Riverside and children can’t play in the direct sun on the playgrounds. Installing triangle/sail shade or ways to protect them from the heat and shade would make the playgrounds and parks more accessible to my children in the hot weather.”*
- *“Look at what Temecula has done with its sports parks and new walking trails. We lack all these items.”*
- *“Nearly all other cities have multiple parks where we can picnic, play music, and have food trucks nearby. I’d say downtown is pretty sketchy at times and I wish it was much better.”*
- *“Our parks are great except that some don’t have bathrooms.”*

At times people get so absorbed in their day-to-day routines that they become blind to the beauties of their own hometown. And when they DO find time to get out of their homes and explore, they travel outside the region rather than visiting the “hidden gems” that exist (figuratively) “in their own backyard.” To investigate this, the survey included a question about whether respondents have ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park. An incredible **93.0%** of phone survey respondents and 97.8% of online resident respondents answered in the affirmative. In addition, 93.8% of online non-resident respondents had visited at least one of these destinations. Clearly these spots are well-known and *not* “under the radar” of Riverside residents. And “The Cheech” has already become a tourist destination since it opened in June.

Riverside has a lot to offer. Hopefully, City leaders can encourage its residents to reach out and take advantage of Riverside’s history, beauty, and culture. There are many blogs and websites championing the idea of being a tourist in one’s own city. In the 2019 report we recommended that City leaders may consider launching a campaign to “tour our town” or “make a date with Riverside” or “staycation weekend.” Social media could incorporate people’s “selfies” in front of interesting spots in Riverside. It would be fun, educational, community-building, and good for business. We note, however, that this effort will only succeed if people’s concerns about safety are addressed.

Shopping, dining, music, and festivals/special events

Shopping, dining, and participating in music events and festivals clearly contribute to the economic base of a City. In addition, they contribute to the quality of life of residents and non-residents alike. Shopping (whether or not one actually buys something) or sharing an experience with friends at a restaurant, music venue, or festival can give people a “mood boost” (at least temporarily), especially during difficult times.

In 2019, **82.6%** of phone survey respondents said that the retail stores in Riverside met their needs. That has declined in the 2022 survey to **73.6%**. The following table shows full responses from the phone survey and the online surveys of residents and workers relative to whether retail stores and restaurants meet their needs.

Do the retail stores in Riverside meet your needs?

	Meets needs	Somewhat meets needs	Doesn't meet needs	Don't use or didn't know it exists
Phone	73.6%	15.2%	9.2%	2.1%
<u>Online resident</u>	<u>41.2%</u>	<u>39.3%</u>	<u>17.6%</u>	<u>2.0%</u>
<u>Online non-resident</u>	<u>39.0%</u>	<u>46.0%</u>	<u>9.0%</u>	<u>6.0%</u>

Respondents were asked to indicate which retail establishments they would like to frequent in Riverside. A spreadsheet containing the full list of comments was provided to the City, but a review of the data shows that people would like an Apple Store, higher-end shops (e.g. Nordstrom returning, Pottery Barn, Old Navy), more and better grocery stores (e.g. Whole Foods, more health food stores), and some discount stores (e.g. Costco, Walmart). The authors note that some of these stores are in neighboring cities; however, respondents would apparently like to see them in Riverside itself (or, even better, in their own immediate area/neighborhood).

Respondents were also asked for their opinions about restaurants; places to hear music, dance, and watch live theater; and festivals and special events. The ratings for restaurants are virtually unchanged from the 2019 figures, with those indicating that their needs are not completely met asking for a better variety of restaurants, fine dining/“better” (not chain) restaurants, and healthier options. Following are a few examples of comments:

- *“More diverse choices/options for restaurants.”*
- *“More healthy options.”*
- *“More small foodie type places instead of food chains.”*
- *“Riverside has a shortage of good high-end restaurants.”*
- *“More restaurants and easier access to restaurants - the parking lots are always a mess or not convenient at all.”*

Do the following meet your needs?

		Meets needs	Somewhat meets needs	Doesn't meet needs	Don't use OR didn't know it exists
Restaurants	Phone	75.4%	12.8%	9.7%	2.1%
	<u>Online resident</u>	<u>42.2%</u>	<u>37.8%</u>	<u>17.8%</u>	<u>2.1%</u>
	<u>Online non-resident</u>	<u>53.0%</u>	<u>33.0%</u>	<u>11.0%</u>	<u>3.0%</u>
Places to hear music, dance, and watch live theater	Phone	49.5%	14.9%	13.9%	21.7%
	<u>Online resident</u>	<u>26.5%</u>	<u>33.9%</u>	<u>20.3%</u>	<u>19.2%</u>
	<u>Online non-resident</u>	<u>34.7%</u>	<u>33.7%</u>	<u>12.2%</u>	<u>19.4%</u>
Festivals and special events	Phone	61.3%	10.8%	9.8%	18.1%
	<u>Online resident</u>	<u>29.6%</u>	<u>37.5%</u>	<u>18.3%</u>	<u>14.6%</u>
	<u>Online non-resident</u>	<u>38.1%</u>	<u>30.9%</u>	<u>13.4%</u>	<u>17.5%</u>

The figures for places to hear music, dance, and watch live theater dropped significantly (from **62.6%** in 2019 to **49.5%** in 2022) as did the figures for festivals and special events (**61.3%**, a decrease from **72.7%** in 2019). A great number of respondents indicated that they don't hear about these recreational opportunities and called for more/better advertising. Some mentioned the desire for the City to bring back the Orange Blossom Festival and to simply have

MORE festivals/events on weekends or evenings. Further, some respondents mentioned that they do not feel safe attending these kinds of events because they fear fighting and violence.

Considering the mass shootings over the past few years at large events (e.g., the Gilroy Festival in 2019; the 2017 Las Vegas Route 91 Harvest music festival; and the Fourth of July celebration in Highland Park, Illinois in 2022), at schools and grocery stores (e.g., Uvalde Texas and Buffalo, New York in 2022), as well as the more “mundane” issues of thefts, fights, and low-level assaults, it is not surprising that this theme would arise in comments.

Following are some examples of verbatim comments regarding unmet needs relative to places to hear music, dance, and watch theater:

- *“We don't have any place close by for concerts; you have to go to the casinos, etc.”*
- *“Well, it is just the Fox Theatre and it's really limited.”*
- *“I just don't go to concerts or theater – it's too dangerous in downtown.”*
- *“Most of the places are concentrated downtown and that is not the best place to be at night.”*
- *“More places, more variety.”*

And these comments address recommendations for festivals and special events:

- *“I would like for there to be more advertisements and publicity about festivals and events happening in the city of Riverside.”*
- *“I would like to bring back local stuff, like the Orange Blossom Festival, the whole town looked forward to that.”*
- *“I would like to see more diversity in events.”*
- *“I try to find events for holidays but the areas feel unsafe. (Downtown Riverside)”*
- *“Would like for there to be more advertisements and publicity about events happening in the city of Riverside.”*

Information sources

As noted above, there are comments regarding a lack of awareness about various festivals and events going on in Riverside. The question, then, is: what is the source of information people use most often to find out about events and resources in Riverside? As might be anticipated, the most often mentioned information source was digital media (e.g., social media such as Twitter and Facebook, local websites, and the online community calendar. This was the case in 2019, but the numbers are even higher in this 2022 survey effort. The local newspaper as an information source has declined from **21.5%** in 2019 (the number 2 source of information) to **13.9%** in 2022. This is probably not a surprise, since for almost 20 years the newspaper industry has seen a significant drop in circulation and loss of advertising revenue resulting in some newspapers shutting down, laying off reporters (thus decreasing coverage of local news), and relying on

sources such as Associated Press for their stories. Figures for the Explore Riverside quarterly newsletter declined from **9.2%** in 2019 to **4.9%** in the 2022 survey.

As might be expected, there is a clear difference in information source preferences based on age. For example, **55.5%** of 18 to 34-year-old respondents prefer getting their information from social media, whereas that figure is only **37.1%** for those in the 35 – 64 age group and **14.8%** for those 65 or older (a third of whom strongly prefer using a local newspaper for their information source). The City’s marketing/PR personnel obviously need to take that into consideration when publicizing upcoming events targeted at a particular age group. Further, they are encouraged to view the 2021 results of a Pew Research Center survey regarding which social media source (e.g., Twitter, Facebook, Reddit, Instagram, etc.) people turn to for news (broken down by demographic subgroup).⁸

**Source of information used to find out about events and resources in Riverside
(based on a multiple response question)**

	2022 Phone Survey	2022 <u>Online Resident Survey</u>	2022 <u>Online Non- Resident Survey</u>
Social media such as Twitter or Facebook	40.0%	<u>71.6%</u>	<u>62.1%</u>
Local websites	27.1%	<u>20.8%</u>	<u>24.2%</u>
Online community calendar at RiversideCA.gov or ExploreRiverside.com	17.5%	<u>30.4%</u>	<u>24.2%</u>
Friends and family	15.1%	<u>43.3%</u>	<u>44.2%</u>
A local newspaper	13.9%	<u>16.2%</u>	<u>12.6%</u>
Email from the City or Councilmember	5.7%	<u>12.0%</u>	<u>3.2%</u>
Explore Riverside quarterly newsletter	4.9%	<u>20.2%</u>	<u>4.2%</u>
Community or neighborhood groups	3.9%	<u>29.4%</u>	<u>22.1%</u>
TV	3.1%	<u>1.1%</u>	<u>1.1%</u>
Utility bill inserts	2.8%	<u>24.3%</u>	<u>1.1%</u>

NOTE: Respondents were able to indicate more than one response. Further, these figures do not reflect the great diversity of “other” responses offered to this multiple response question, thus percentages do not sum to 100%

Google searches, flyers/banners/signs, mailers, and Riverside 311 are also seen as sources of information, but not in sufficient numbers to be included in the table above. And we note that 25.3% of the non-residents learn about events and resources from their employer.

8. <https://www.pewresearch.org/journalism/2021/09/20/news-consumption-across-social-media-in-2021/>



Community Well-Being

“Ensure safe and inclusive neighborhoods where everyone can thrive.”

OVERVIEW: Survey respondents are proud to live and work in Riverside and perceive the City to be a place where people throughout the age spectrum can thrive. The “best thing” about living in Riverside is “good area/location,” and the homeless population/panhandling is the major negative issue for residents. Most respondents (especially older residents and Hispanics) feel a strong sense of belonging to their community, and most believe that Riverside is a place where diversity is supported and valued. Feelings of safety have significantly declined since the initial 2013 survey, predominantly because of concerns about the homeless population/panhandlers and crime. Residents and non-residents continue to donate their time and financial resources to Riverside causes, although the numbers are down slightly from 2019.

There is no single definition of community well-being, but the social science literature is consistent in stating that community well-being includes a variety of physical, psychological, social, cultural, economic, political, and environmental factors. The City of Riverside has incorporated some of these factors into strategic priorities discussed later in this report, but suffice it to say at this point that community well-being is a combination of factors “identified by individuals and their communities as essential for them to flourish and fulfill their potential.”⁹ It incorporates all of the cross-cutting threads in the strategic plan: community trust, equity, fiscal responsibility, innovation, and sustainability and resiliency.

We begin this section of the report with an overview of people’s views about the best things about living (and perhaps working) in the City, and also what they like *least* about living in the City. Then we drill down on specific factors that contribute to community well-being.

Pride and overall satisfaction with life in Riverside

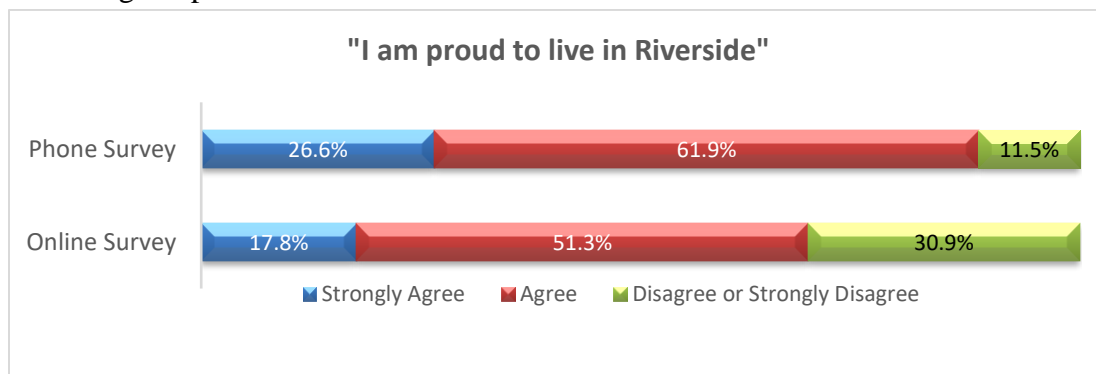
When phone survey respondents were asked about the main reason they choose to live in the City of Riverside, the predominant reasons were affordability (**21.8%**), being close to family (**19.1%**), proximity to the job (**14.0%**), and the fact that they had lived in Riverside their whole lives (**14.9%**).

In response to another question, an impressive **88.5%** of phone survey respondents said that they are proud to live in Riverside (down from **92.8%** in 2019, but within the margin of error). Most of the residents who took the survey online (**69.1%**, down significantly from **81.3%**

9.
https://www.researchgate.net/publication/23169636_Community_Wellbeing_in_an_Unwell_World_Trends_Challenges_and_Possibilities

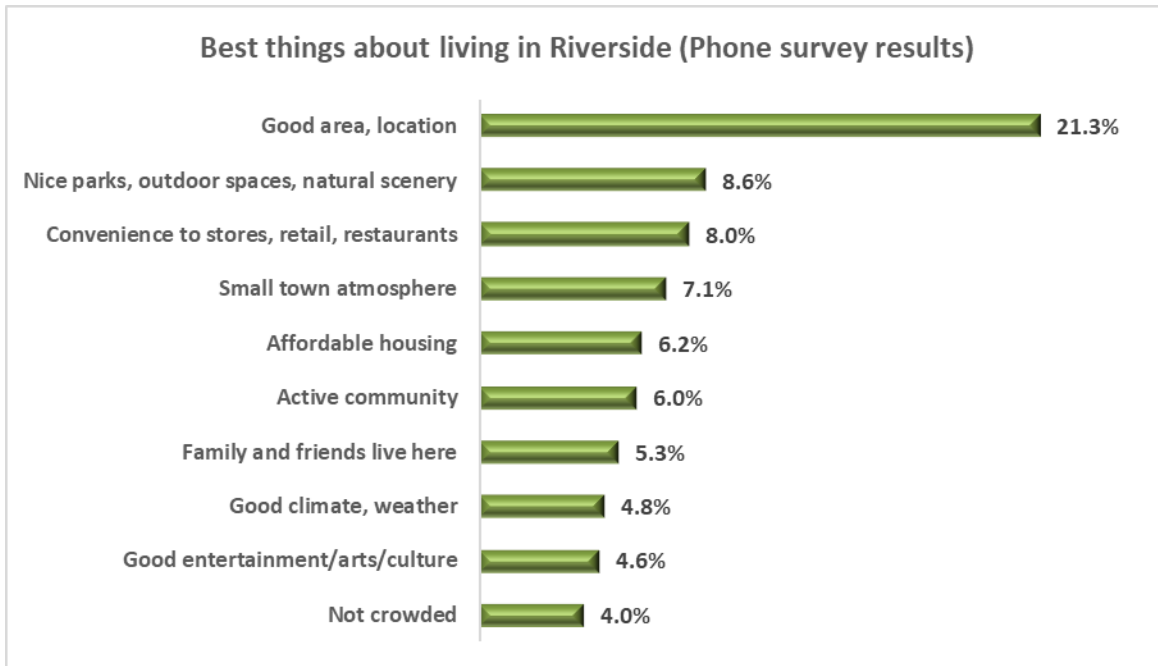
in 2019) also indicated that they are proud to live in Riverside. These figures can be used to monitor progress toward the strategic plan's goal 2.3.

The pride and overall positive feelings expressed confirm the earlier findings that Riverside residents see the city as a good place to bring visitors and an attractive place that they enjoy. It may be that the efforts of City officials to beautify the city and spread the news that Riverside is a good place to live have borne fruit.



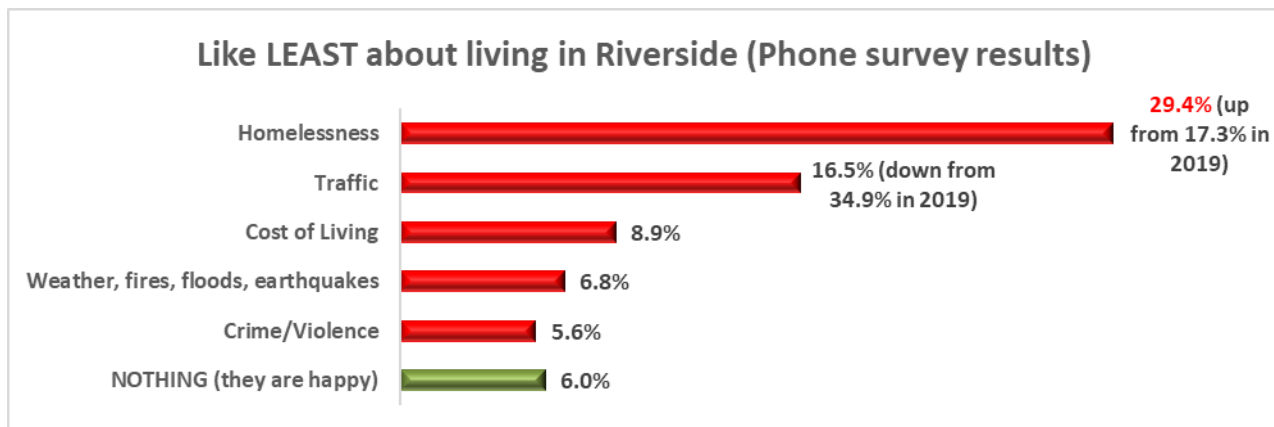
Further, 80.4% of people who *work* in Riverside but live elsewhere say they are proud to work in Riverside. Of course, this latter finding begs the question: why don't they want to live here if they are proud to work here? The answer given most often (50.0%) is that they simply like where they are living now...in other words it's not that they don't like Riverside, they just don't see a need to move since they like their current area of residence. Another 30.4% (up from 27.0% in 2019 and 17.8% in 2015) said they can't afford to live in Riverside, and 14.3% said they can't afford to move from where they are living now. In addition, some non-resident workers perceive that there is too much crime in the area (19.6%, up sharply from 13.5% in 2019 and 7.0% in 2015), schools seem better where they live now (8.0%), they prefer a less crowded area (9.8%), or they "just don't like it" (4.5%).

An open-ended question was asked on the phone survey to find out what residents felt is the "best thing" about living in Riverside. The biggest change from previous surveys was the declining percentage of people saying that "good area/location" is the best thing about living in Riverside. Further, "diversity" was not mentioned (whereas **4.3%** mentioned that factor in 2019), and good schools/universities was only listed by **1.3%** of respondents (down from **6.9%** in 2019). "Best things" mentioned by more than 4% of respondents are shown in the graph below.



In addition, **9.9%** of 2019 phone survey respondents had said that affordable housing was the best thing about living in Riverside, yet that figure has declined to **6.2%** this year. And only **53.3%** agree that Riverside is a “good place to find an affordable place to live” (down from **57.8%** in 2019, **78.3%** in 2015, and **85.1%** in 2013). Yes, rents and housing prices in the Inland Empire are cheaper than those in the LA/Orange County area, but they **HAVE** significantly increased over time (for example, the median price of a home in the Inland Empire increased by \$150,000 between January 2020 and February 2022).

Although it is clear that many Riverside residents enjoy Riverside as a place to live, Riverside still has its challenges. Respondents were asked via an open-ended question: “What do you like *least* about living in Riverside?” The following graph shows the “top” answers provided (given by more than 4% of respondents):

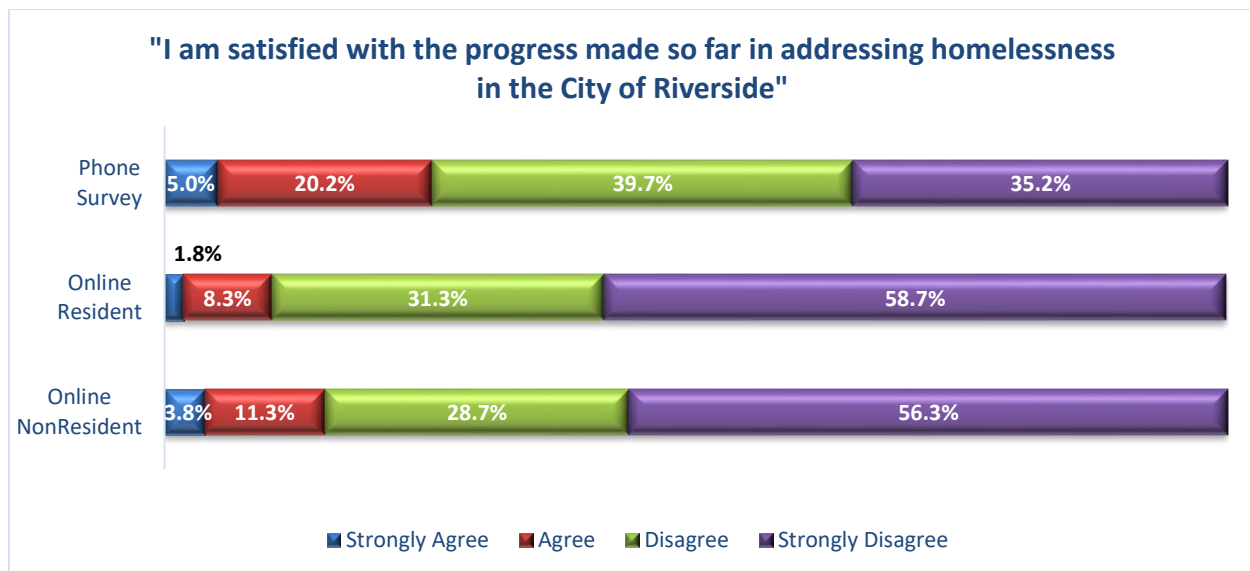


In the 2019 survey, traffic was listed by **34.9%** as the factor they like least about living in Riverside, yet that has fallen to the number 2 spot with only **16.5%** mentioning it. A possible reason for the change is that people’s consciousness may still be thinking about the pandemic years when a large percentage of people were working remotely from home and children received instruction online instead of face-to-face (thus reducing overall traffic). Or perhaps a better explanation for the decrease in people mentioning traffic is that homelessness has emerged as perhaps the major negative issue for residents of the City. Homelessness was mentioned by **4.8%** in 2013, **8.7%** in 2015, and **17.3%** in 2019. That has spiked to **29.4%** in the 2022 survey. Clearly, residents wish this to be a high priority issue to address – “addressing homelessness” was ranked by residents responding to the online survey as 87.8 on a 100-point scale, where 100 is “very important” and 0 is “not important.”

Of course, homelessness is not a Riverside-specific issue. Homelessness is a nationwide issue with far-ranging social and economic impacts on communities. Further, although the perception of homelessness as a negative about life in Riverside has sharply increased, we must note that although the 2022 point-in-time count has shown an increase of 15% from two years ago, there are more individuals in shelters and fewer are living on the streets.¹⁰ Riverside has made homeless services a strategic goal, and the focus on the issue seems to be bearing fruit.

In a related question, only **25.2%** of telephone survey respondents (down from **30.7%** in 2019 and **47.3%** in 2015) feel satisfied with the progress made so far in addressing homelessness in the city (see graph below). That figure is only 10.1% among online resident respondents (down from 19.9% in 2019 and 30.9% in 2015) and 15.1% among non-residents (down from 20.8% in 2019).

10. Press Enterprise, 5/25/22



Further, online residents were asked to address the issue of dealing with homelessness on an “importance scale” ranging from 0 to 100, with 100 being a “very important issue.” The average score was 87.8 (virtually unchanged from 86.2 in 2019). From the point of view of those respondents (and many respondents who mentioned the issue when responding to open-ended questions about improving the City’s quality-of-life), more can and *should* be done about the issue. Examples of recent programs to help the homeless include:

- Federal COVID-19 relief funds to help renters in danger of being evicted due to non-payment of rent
- California’s Project Roomkey and Homekey programs, which paid for hotel rooms and housing with services to take homeless people off the streets
- United Lift, which is funded by county COVID-19 dollars and run by nonprofit groups
- Riverside county’s Continuum of Care homeless services network

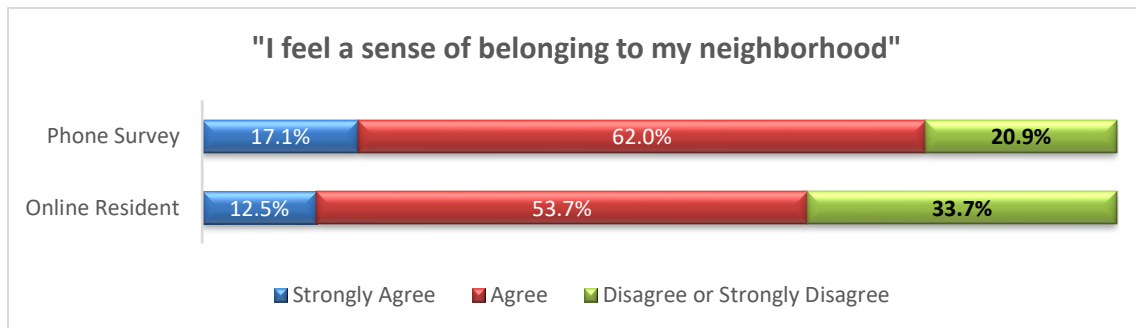
Also, in late June 2022 the Housing and Homelessness Committee released its draft 5-year plan to reduce homelessness. These are all steps in the right direction.

Belonging

As stated very nicely on the Cornell University website: “Belonging is the feeling of security and support when there is a sense of acceptance, inclusion, and identity for a member of a certain group. It is when an individual can bring their authentic self to work. When employees feel like they don’t belong at work, their performance and their personal lives suffer. Creating genuine feelings of belonging for all is a critical factor in improving engagement and

performance. It also helps support business goals.”¹¹ “Belonging” is such an important factor relative to community wellness that it is part of goal 2.3 in the City’s strategic plan.

The vast majority of Riverside residents (**79.1%**) either agreed or strongly agreed that they feel a sense of belonging to their community. This is down somewhat from the **84.2%** who expressed that feeling in the 2019 quality of life survey.

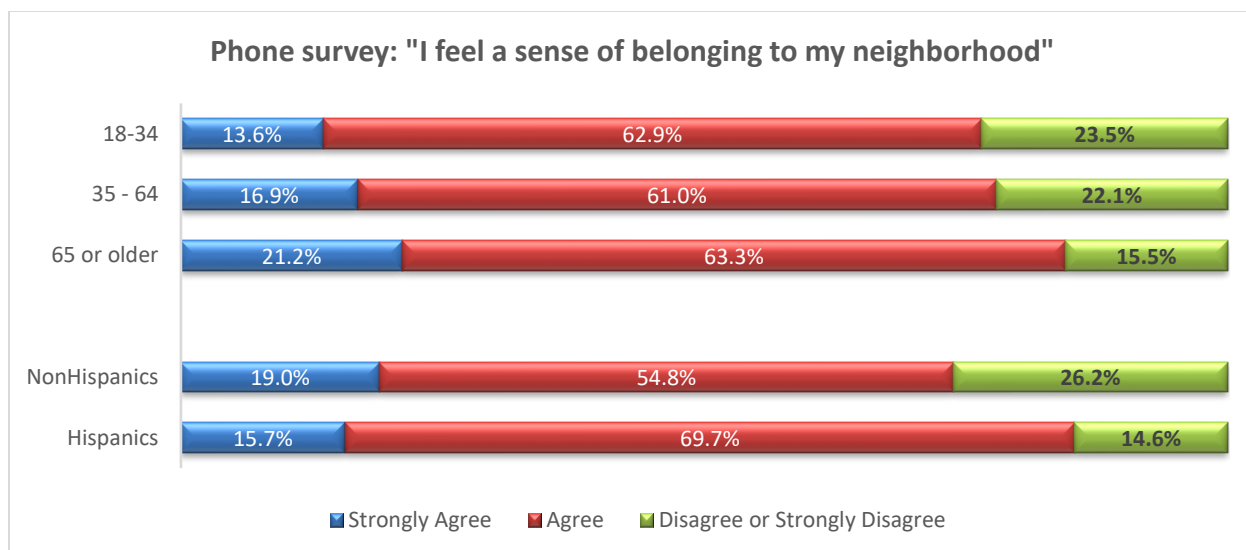


In the 2019 survey, we mentioned that there were no significant differences in that statistic based on age; however, that was *not* the case in the 2022 survey. Whereas **76.5%** of 18 to 34-year-olds agree or strongly agree that they feel a sense of belonging, the figure is **84.5%** for those 65 or older. And if we look only at those who *strongly agree*, the figures for young vs. older residents are **13.6%** vs **21.2%**. This trend is confirmed by a nationwide study conducted by the Pew Research Center which indicated that “older adults tend to feel more satisfied with their communities and more attached to them. Young adults are more restless and mobile.”¹²

There were also differences based on ethnicity. Specifically, whereas **85.4%** of Hispanics strongly agreed or agreed that they feel a sense of belonging, **73.8%** of non-Hispanics felt that way.

11. <https://diversity.cornell.edu/belonging/sense-belonging>

12. <https://www.pewsocialtrends.org/2018/05/22/americans-satisfaction-with-and-attachment-to-their-communities/>



Another measure of “belonging” is knowing one’s neighbors. Those relationships are an integral part of the social fabric of a community and definitely contribute to Community Well-Being. Yet a Pew survey of U.S. adults conducted in 2018 showed that only 31% of Americans know all or most of their neighbors.¹³ The figures for the City of Riverside on a similar question are somewhat more encouraging than those nationwide figures – **41.2%** of phone survey respondents reported that they know the names of “most” or “all” of the neighbors who live close to them (virtually unchanged from **40.0%** in 2019, but down from the **47.1%** in 2015 and **42.0%** in 2013). Results range from a high of **52.3%** in the 92506 zip code to a low of **24.8%** in the 92507 zip code. Online survey results for the city as a whole are similar to phone survey results, with **48.8%** saying they know most or all of their neighbors. Even more significant is that **79.5%** of online resident respondents (down from **92.1%** in 2019) said they have at least one neighbor who would help them if they needed help. It is doubtful whether the results in a large city like LA or New York would match those statistics.

Finally, part of “belonging” (and one of the cross-cutting threads in Envision Riverside 2025) is feeling that Riverside is supportive and respectful of various attributes of diversity that make people different: age, gender, ethnicity, religion, sexual orientation, education, and national origin. Residents were asked whether they agree that “Riverside is a place where diversity is supported and valued.” The answer is a clear “yes.” The vast majority of phone survey respondents (**86.7%**) and nearly three-quarters of online survey respondents (**73.3%**) either agree or strongly agree that Riverside IS a place where diversity is supported and valued.

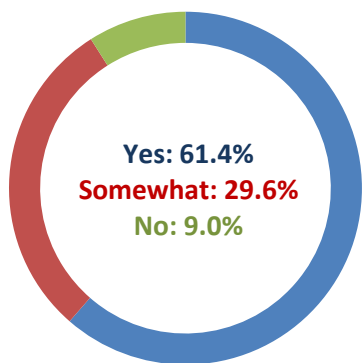
13. <https://www.pewresearch.org/fact-tank/2019/08/15/facts-about-neighbors-in-u-s/>

Perceptions of Safety

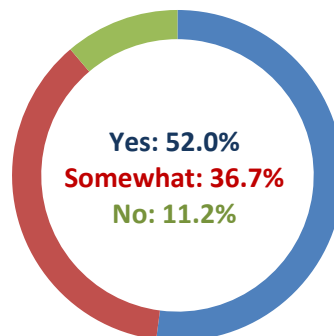
Goal 2.4 of the city's strategic plan is to "Support programs and innovations that enhance community safety, encourage neighborhood engagement, and built public trust." Public safety is a key component of quality of life in a community. Or put another way, the quality of life in a community is directly linked to how safe the residents *feel* (regardless of whether major crime is actually a threat or not). Residents' perceptions of safety affect their willingness to engage in physical and social activities outside the home. If an area is perceived to be unsafe, the community's attractiveness as a place to live and work suffers. Healthy behaviors such as exercising and socializing outdoors diminish, stress increases, residents and visitors begin to abandon the area, and businesses often follow that exodus. That is the reason for including a question on the survey regarding people's feelings of safety while walking around their neighborhood, and also a question about overall fear of being a victim of a serious crime in the city.

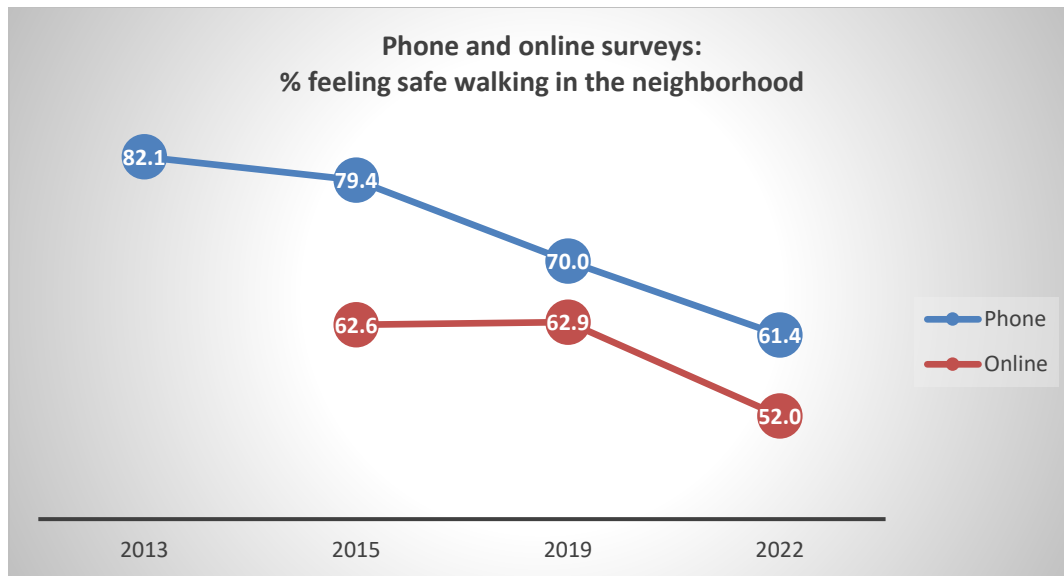
Riverside residents were asked: "Do you feel it is safe to walk in your neighborhood," and people who work in Riverside but live elsewhere were asked to evaluate the safety (or lack thereof) of the area near their workplace. In general, people believe that they are relatively safe walking in their own neighborhood, but the graphs and table below show that those who answered with an unqualified "yes" has declined from **82.1%** in 2013 to **79.4%** in 2015, to **70.0%** in 2019, to only **61.4%** in the 2022 survey. Online survey results are even less positive, with only 52.0% saying that they feel it is safe to walk in their neighborhood.

2022 Phone survey: Do you feel it is safe to walk in your neighborhood?



2022 Online survey: Do you feel it is safe to walk in your neighborhood?





Phone survey respondents who answered that they don't feel safe (or feel only "somewhat safe") were asked the follow-up question: "What makes you feel it is unsafe?" The question was asked as an open-ended question with no prompts or categories provided (thus answers were "top of the mind" responses). Consistent with results reported earlier in this report, the top answer was "homeless" (**39.0%**), followed by the perhaps related concerns about crime/people who might harm them (**31.9%**) and drug/gang problems (**11.7%**).

In the online respondent survey, the categories were presented for viewing and the respondent simply selected the main reason for the feeling of lack of safety. The results might reflect the fact that *hearing* a question is different than *reading* a question. In the online survey, 51.2% (up from 44.6% in 2019) felt unsafe due to homeless individuals and panhandlers. Another 22.9% were concerned about crime, and 7.9% were concerned about gangs.

Focusing on the phone survey respondents (since that represents the most representative sample of all techniques), there are clearly some differences in perceptions of safety based on zip code. Whereas nearly three-quarters of respondents in the 92506 (Canyon Crest) and 92504 (Arlington Heights) zip codes seemed to feel safe walking in their neighborhood, that was not the case for respondents in the 92501 (downtown), 92503 (Arlington South), and 92507 (University) zip code regions.

	% Feeling safe walking in the neighborhood				Trend over time
	2013	2015	2019	2022	
92501	80.0%	77.0%	59.4%	51.1%	
92503	76.0%	80.3%	63.5%	53.5%	
92504	87.1%	71.8%	71.1%	73.1%	
92505	87.8%	79.8%	72.9%	60.1%	
92506	92.9%	92.8%	85.3%	72.5%	
92507	70.6%	76.5%	62.7%	57.7%	

Drilling down a bit more, homeowners reported feeling safe in higher numbers than renters (**68.7%** vs. **53.3%**), and people with higher incomes tended to feel safer than those with lower incomes (**69.6%** of those with incomes over \$110,000 vs. **46.2%** of those with incomes below \$35,000 feel safe walking in the neighborhood). There was also a statistically significant relationship between feelings of safety and age, with **48.1%** of those in the 18 to 34 age group reported feeling safe, vs. **67.4%** of those 65 or older. There were no significant differences in feelings of safety based on gender, education, or ethnicity.

Residents and non-residents responding to the online survey were asked a related question regarding feelings of safety near their *work* location. Feelings of safety have clearly declined since the 2015 survey.

Do you feel it is safe to walk <i>near your work location</i> ?						
	Online Resident Survey			Online Non-Resident Survey		
	2015	2019	2022	2015	2019	2022
Yes	<u>52.8%</u>	<u>41.2%</u>	<u>30.6%</u>	<u>44.5%</u>	<u>36.9%</u>	<u>30.9%</u>
Somewhat	<u>35.7%</u>	<u>40.7%</u>	<u>38.7%</u>	<u>40.5%</u>	<u>42.2%</u>	<u>44.7%</u>
No	<u>11.5%</u>	<u>18.0%</u>	<u>30.6%</u>	<u>15.0%</u>	<u>20.9%</u>	<u>24.5%</u>

Reasons given by residents for feeling unsafe walking near the *work location* are basically the same as those given relative to walking in residents' *neighborhoods*, predominantly concerns about the homeless population and panhandlers, and crime/drugs/gang problems.

Respondents were also asked: "How fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?" The options for answers were "not at all fearful," "not too fearful," "somewhat fearful," or "very fearful." The tables above show that people *feel less safe* than in years past when walking near their home or work location, yet the phone survey data in the table below show that *fear of being the victim of a serious crime* (a violent or costly crime) in Riverside has not significantly increased over time. As might be expected, females expressed more fear than males (**45.9%** of females are "somewhat" or "very" fearful, vs. **32.6%** of males). It is possible that females feel less prepared to protect themselves,

or it may be that males are less willing to admit their fear. There are no differences in levels of fear by income, education, ethnicity, or age.

How fearful are you of being victim of serious crime in Riverside?

	Phone Survey Results			
	2013	2015	2019	2022
Not at all fearful	28.0%	32.4%	27.4%	25.0%
Not too fearful	39.3%	35.6%	40.8%	35.7%
Somewhat fearful	28.6%	27.4%	26.4%	31.4%
Very fearful	4.2%	4.6%	5.4%	7.9%

The frequency distributions for the online surveys tell a different story than the phone survey results (see numbers in red below). We reiterate that where results differ based on the two modes of survey administration; the phone survey results should be considered the most valid.

How fearful are you of being victim of serious crime in Riverside?

	Online Resident Survey			Online Non-Resident Survey		
	2015	2019	2022	2015	2019	2022
Not at all fearful	13.6%	13.0%	5.8%	17.0%	15.0%	7.5%
Not too fearful	44.4%	39.2%	28.2%	49.7%	38.1%	25.8%
Somewhat fearful	35.0%	38.8%	48.7%	25.1%	38.1%	50.5%
Very fearful	7.0%	9.0%	17.4%	8.2%	8.8%	16.1%

As a final comment: It is possible that the fear of crime may not actually reflect the objective reality of crime in the city. Rather, it is possible that respondents' past experiences or media hype from city, state, and national sources may be responsible for their fear. But without a detailed probing of responses there is no way of determining the reasons behind people's perceptions. Regardless, it is worth noting that "feeling safe overall in the City" received an average importance score of 92.04 out of 100 (where 0 = not important and 100 = *very* important), so it is vital that City leaders take heed.

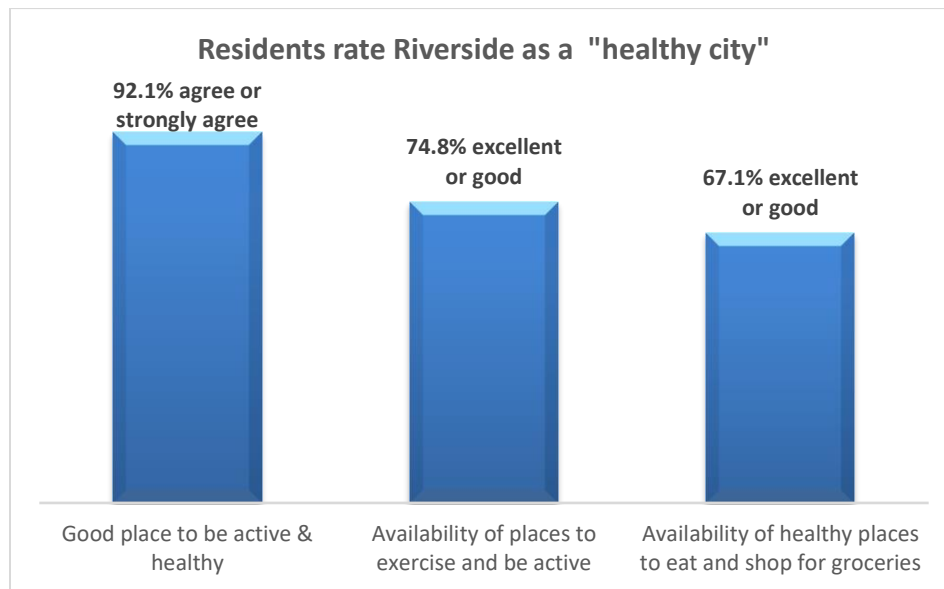
Riverside as a "healthy city"

What is a "healthy city?" It is a place that provides opportunities for a healthy lifestyle, including places to exercise, be active, and purchase and consume healthy food. It is a place where residents and visitors have plenty of opportunities to work and play. It includes community resources that enable diverse groups of people to mutually support each other.¹⁴

Results of the 2022 survey show that Riverside residents rate Riverside highly as a "healthy city." For example, the vast majority of phone survey respondents either strongly

14. And of course, healthy cities are also characterized by an absence of crime and other characteristics which are evaluated elsewhere in this report.

agreed or agreed that Riverside is a “good place to be active and healthy” (**92.1%**, up slightly from **90.6%** in 2019 and **89.4%** in 2015). Further, phone survey respondents were asked to rate the availability of places to exercise and be active in their neighborhood, and nearly three-quarters (**74.8%**) rated it as “excellent” or “good.” Further, about two-thirds (**67.2%**, virtually unchanged from **67.9%** in 2019 and down slightly from **71.0%** in 2015) said the same about the availability of healthy places to eat and shop for groceries.



There were a few subgroup differences in those opinions. For example, when asked about the availability of places to exercise and be active in the neighborhood, older people rated Riverside more highly than the younger age group (**67.7%** of 18- to 34-year-olds vs **75.5%** of 35- to 64-year-olds vs **80.8%** of those 65 or above rated Riverside as excellent or good). There was also a gender difference: Ratings of excellent or good were given by **81.2%** of males but only **68.6%** of females (perhaps a function of fear of crime mentioned above).

But the big news is the differences in ratings based on the respondent’s area of residence within Riverside. Residents in the 92504 and 92506 areas rate Riverside most highly as a good place to be active and healthy. 92505 tops other areas in terms of availability of places to exercise and be active. And the availability of healthy places to eat and shop for groceries in the neighborhood is highest in the 92505 and 92506 zip codes.

Opinions broken down by zip code

	92501	92504	92504	92505	92506	92507
% Agree or strongly agree: Riverside is a good place to be active and healthy	91.3%	90.0%	98.1%	90.0%	92.7%	90.6%
% Excellent or good: Availability of places to exercise and be active in your neighborhood	79.4%	68.0%	75.3%	82.6%	78.0%	71.8%
% Excellent or good: Availability of healthy places to eat and shop for groceries in your neighborhood	66.6%	64.1%	57.6%	75.3%	77.3%	66.7%

A good place for young people and seniors

The “Community Well-Being” strategic priority includes creating a community where “everyone can thrive,” a community where people throughout the entire age spectrum can thrive. Thus the survey contained questions targeted at children, college students, working adults, and retirees.

Parents spend time thinking about the best places to raise their children. Decisions on where to live revolve around the availability of good schools, safe neighborhoods, affordability, access to healthcare, and availability of entertainment. In 2019, **90.4%** of phone survey respondents indicated that Riverside is a good place to raise children. That figure dropped sharply to **83.1%** in 2022 – the lowest level of agreement since the inception of the survey. Unfortunately, there was no follow-up question that might be used to determine the reason for the decrease. Further, **80.4%** strongly agreed or agreed that there are good schools in their neighborhood (down only slightly from **81.8%** in 2019).

% Agree or Strongly Agree

		2013	2015	2019	2022
“Riverside is a good place to raise children”	Phone	88.6	90.2	90.4	83.1
	<u>Online resident</u>	<u>80.5</u>	<u>84.1</u>	<u>n/a</u>	<u>n/a</u>
	<u>Online non-resident</u>	<u>72.2</u>	<u>83.8</u>	<u>64.1%</u>	<u>64.4%</u>
“There are good schools in my neighborhood”	Phone	83.8	87.6	81.8	80.4
	<u>Online resident</u>	<u>76.4</u>	<u>74.2</u>	<u>75.7</u>	<u>68.0</u>
"There are good K-12 schools in Riverside"	<u>Online non-resident</u>	<u>76.5</u>	<u>80.9</u>	<u>66.7</u>	<u>66.2</u>

THE NEXT TWO QUESTIONS WERE ASKED ONLY OF PARENTS OF A CHILD 18 YEARS OLD OR YOUNGER					
My child(ren)'s school prepares them for a good job or career.	<u>Online resident</u>	<u>75.4</u>	<u>76.4</u>	<u>67.7</u>	<u>58.6</u>
My child(ren)'s school prepares her/him/them to be successful college students	<u>Online resident</u>	<u>78.8</u>	<u>82.2</u>	<u>75.1</u>	<u>64.9</u>

When asked to respond to a statement regarding higher education, **93.9%** of phone respondents agreed or strongly agreed that “Riverside is a good place for young people to go to college or trade school.” A large proportion of online resident respondents (82.2%, down from 88.8% in 2019) also agreed or strongly agreed with that statement. And 92.3% of non-resident respondents (down from 98.6%) agreed or strongly agreed that that are “good colleges, universities, and trade schools in Riverside.”

% Agree or Strongly Agree

		2019	2022
“Riverside is a good place for young people to go to college or trade school”	Phone	93.2	93.9
	<u>Online resident</u>	<u>88.8</u>	<u>82.2</u>
There are good colleges/ universities/ trade schools in Riverside	<u>Online non-resident</u>	<u>98.6</u>	<u>92.3</u>

The online surveys also included specific questions answered only by college students to determine their feelings about Riverside. First, the 95 college students who responded to the online resident survey were asked “Do you think Riverside is a good place to live for college students?” In 2019 we found that the majority (83.3%) answered in the affirmative. This year that figure dropped significantly to 58.9%. Those who said “no” were asked to offer suggestions about what would make Riverside a better place to live for college students like themselves. The most often-mentioned response was to deal with crime and the safety/homeless problem (38.5%). A similar amount (35.9%) mentioned affordability of living, and 12.8% mentioned the desire for more entertainment and shopping options.

% Agree or Strongly Agree

		2013	2015	2019	2022
This question was asked only of college/university students					
"Riverside is a good place to live for college students"	<u>Online resident</u>	<u>78.9%</u>	<u>71.9%</u>	<u>83.3%</u>	<u>58.9%</u>
The next three questions were asked only of respondents 65 years old or older					
"Riverside is a good place to retire"	Phone	N/A	N/A	69.9%	64.2%
"Riverside is a good place to live for those over 65" (answered only by those 65+ years old)	<u>Online resident</u>	<u>84.7%</u>	<u>79.5%</u>	<u>82.3%</u>	<u>64.5%</u>
"Riverside is a good place to retire"	<u>Online non-resident</u>	<u>N/A</u>	<u>N/A</u>	<u>29.6%</u>	<u>34.5%</u>

NOTE: the online non-resident survey was only answered by 7 college/university students, a sample size too small for the data to be valid

On the other end of the age spectrum, **64.2%** of phone survey respondents believe that Riverside is a good place to retire. Further, 64.5% of online survey respondents aged 65 or older agreed or strongly agreed that Riverside is a good place to live for people in their age group. That figure is a significant drop from the 82.3% who felt that way in the 2019 survey. When asked what would make Riverside a better place to live for those over 65, the predominant issue mentioned (41.7%) is dealing with crime/improving safety. In addition, 19.2% mentioned affordability, and 16.7% mentioned dealing with the "homeless issue." These findings are consistent with other 2022 survey findings. Following are three illustrative comments demonstrating the feelings of seniors regarding their community:

- *"Address and improve affordability, crime, homeless, and public transportation. Riverside used to be such a nice place to live. Sadly no more."*
- *"My main concern is crime/safety due to homeless vagrants all around town shopping areas."*
- *"Seniors are in desperate need of senior housing for 65 and over. All types of housing. Not just low-income housing either. Also, there is a need for more 65 and over entertainment."*

Volunteering and donations

One final category of community well-being is people's willingness to give of their time for causes in their community. Of course, people who volunteer reap direct benefits in terms of life satisfaction because they are doing "good deeds" for others in a selfless way. Volunteering brings people together for a common goal and can give people a sense of pride and

accomplishment. But the bottom line for this report is that volunteering strengthens the community.

A great many opportunities for volunteerism exist in Riverside, e.g. placing flags on Riverside National Cemetery graves at Veteran's and Memorial Day, "adopting" a park (participating with an organization to help clean up parks), doing data entry for "Keep Riverside Clean and Beautiful," making baby blankets for the NICU at Riverside Community Hospital, donating time at senior centers, and many other options listed on sites such as <https://riversideca.gov/press/city-riverside-volunteers-action>. The City has created a website to help people find volunteer opportunities: <https://riversideca.gov/human/employee-hub/training-development/volunteering>

29.1% of phone survey respondents in the 2022 survey said they volunteer for Riverside causes, organizations, or schools (and another **4.1%** said that they usually volunteer, but they haven't done so since the beginning of the pandemic). Those figures, in combination, are slightly down from **37.1%** in 2019. The reported number of volunteer hours per month ranged from **1 to 160** hours, with a mean of **11.90** hours per month (virtually unchanged from the 2019 figure of **11.93** hours) and a median of **6** hours (down from **8** hours in 2019).

Respondents to the online resident survey seem to be more involved in volunteering than those who responded to the phone survey. Over a third (**36.0%**) said that they volunteer, and another **13.3%** said they usually volunteer but haven't done so since the pandemic hit. The majority of those individuals said they volunteer **8** or fewer hours per month. It is noteworthy that even some non-residents reported volunteering. Specifically, **21.1%** said they volunteer and another **14.7%** usually do. From one perspective it is amazing that non-residents would be engaged in the community at these relatively high levels, however we must realize that many of these non-residents live just outside of the boundaries of the City and may identify closely with the City (and therefore want to participate in making the City a better place to live).

Some people choose to donate their time to help their community, and others donate financially. Studies also show charitable giving tends to increase with age and income. Further, studies show that "giving" typically tends to increase when there is a small group of identifiable victims (as opposed to a large "abstract" group) and when the victims are local rather than far away. The question is: how did "giving" change during the pandemic – a time when many people were laid off or furloughed, and dealing with home schooling, illness, isolation, and the death of loved ones? According to a 2022 nationwide study,¹⁵ charitable giving actually increased, especially to human services charities in geographical areas hit hardest by the pandemic. It appears that in the face of the shared threat of COVID-19, people demonstrated stronger social cohesion by helping financially if they could.

Riverside residents were asked in the phone survey if they donate to Riverside causes or organizations. Most phone survey respondents (**51.7%**, down slightly from **59.8%** in 2019)

15. <https://www.nature.com/articles/s41598-022-08748-2>

indicated that they donate to Riverside causes and another **4.7%** (up from **1.4%** in 2019) said they donate to causes, but not in Riverside.

The data also show that older respondents had a significantly higher rate of giving than younger respondents. Specifically, **37.5%** of individuals below 35 years of age reported donating to Riverside causes, whereas **53.2%** of middle-aged respondents (35 to 64 years old) and **63.2%** of seniors (65+) reported donating. This is the same trend seen in 2019. There was also a relationship between education and donating (**55.0%** of people with at least some college reported donating to Riverside causes or organizations, compared with only **40.0%** of those with a high school degree or less). Perhaps surprising, there was no statistically significant relationship between income and giving.

The online survey of Riverside residents showed relatively similar results to those above, with 47.5% reporting that they donate to Riverside causes or organizations (and another 21.2% saying they donate, but not in Riverside).

Even non-residents report donating their time and money to Riverside causes or organizations. A whopping 38.0% said that they donate (with another 21.7% saying they donate to causes, but not in Riverside).



Economic Opportunity

“Champion a thriving, enduring economy that provides opportunity for all.”

OVERVIEW: Riverside is seen as a place to find a good job and to own or operate a business or non-profit. It is also seen as a good place to start and grow a business and to realize the goals people have for the future (although those statistics have declined since 2019). Recommendations for making Riverside a better place for business is for the city to do more to reduce crime, theft, vandalism, panhandling around businesses, and drug/gang activity. Satisfaction with business support services and training are down sharply from 2019. Many college students don’t believe that the jobs they want are in Riverside, and/or they don’t want to stay in the area once they graduate. Evaluations of respondents’ current and future personal finances have declined.

In order for a community to survive and thrive, there must be economic opportunity for its residents. There should be opportunities for people to get training, develop their skills, and get a good job. Cities with a strong business climate have found ways to remove barriers for people who are entrepreneurial and innovative enough to start/grow their own business.

This section of the report focuses on Riverside’s Economic Opportunity, including perceptions of Riverside as a “business friendly” place, the best and worst aspects of working in

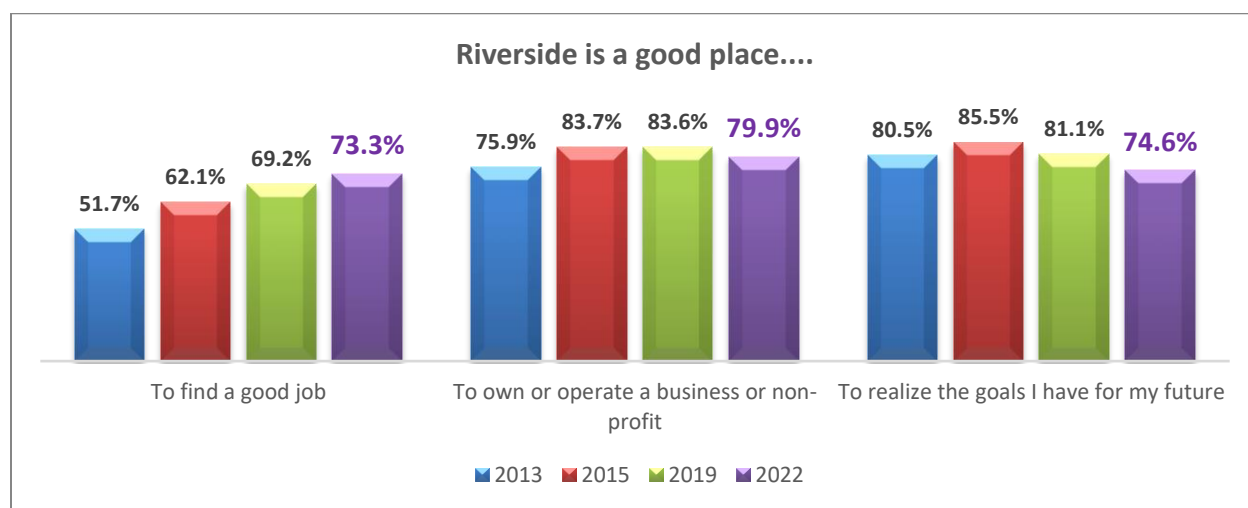
Riverside, perceptions of the City’s workforce training and internships, and people’s perceived financial stability.

A business-friendly place

This 2022 quality-of-life study included questions eliciting people’s perceptions about the economic opportunity in Riverside. Specifically, the survey posed questions such as; Is Riverside seen as a good place to find a good job? Is it a good place to own or operate (or start/grow) a business or non-profit? Is it a good place to realize one’s goals and dreams? The survey results indicate that from the perspective of survey respondents, the answer to these questions is “yes.”

As seen on the graph below, nearly three-quarters (**73.3%**) of phone survey respondents agreed or strongly agreed that Riverside IS a good place to find a good job. There are no differences in opinion based on age, income, education, or gender, but there ARE differences based on ethnicity. Specifically, **78.4 %** of Hispanics agreed or strongly agreed that Riverside is a good place to find a good job, as opposed to **69.3%** of non-Hispanics.

Most respondents believe that Riverside is a good place to own or operate a business or non-profit (although the figure has declined slightly from **83.6%** in 2019 to **79.9%** in the 2022 survey). The percentage of people indicating that the City is a good place to realize the goals they have for their future has decreased to **74.6%**. This could possibly be a reflection on economic optimism and opportunity within the City of Riverside, or it may simply be a symptom of the larger post-pandemic malaise many people are feeling.



Activities that are necessary to own or operate an *established* business is different than the activities necessary to start and/or grow a business. When businesses start out, decision-making is difficult since the information needed for a good analysis of competing alternatives may not exist. Such businesses need more help and resources to “get off the ground.” It is important, therefore, to determine people’s views on whether or not the City is a good place to

start or grow a business. Nearly two-thirds of online respondents who live and work within the City (63.9%, down from 76.8% in 2019) believe that Riverside IS a good place to be entrepreneurial (to start and grow a business). One reason may be the support and resources that Riverside provides to support fledgling businesses. For example, an email from the Economic Development Agency in late July 2022 described a 6-week “Entrepreneurship and Leadership Academy” including two-hour webinars on “startup basics,” “business concepts,” “marketing,” “financial projections,” “funding your business,” and “pitch presentation.” These are all vital aspects of starting or growing a business (the most difficult phase of an entrepreneurial venture).

Yet according to online survey respondents, more could be done to make Riverside a better place to start or grow a business. The overwhelming theme in this open-ended question was dealing with crime, theft, vandalism, homeless individuals creating problems around businesses, and drug/gang activity. A full array of recommendations has been provided to City leaders in a spreadsheet, but following are a few selected examples of comments regarding crime as well as other issues:

- *“Advertise the “one-stop shop” option more since business owners are not necessarily aware of it.”*
- *“Bring in high skilled jobs and talent like Irvine, and less nightclubs and warehouses like San Bernardino.”*
- *“Deal with the homeless and all of the things they do that slowly kills small businesses by having to replace damaged buildings, loss due to theft, and having to clean off urine and feces on a daily basis.”*
- *“Get rid of the new parking rates which don’t allow for quick stops to pick up take-out orders or even to pick up my child from art camp without paying.”*
- *“Listen to business owners and actively address their concerns as well as patrons.”*
- *“Enforce the law. Businesses are not going to want to be here if they have criminals coming in a stealing stuff and nothing is done.”*
- *“Quit making the permit process so expensive and take months to get.”*
- *“Less red tape. Why don’t we have food trucks? Breweries and restaurants have so many ‘hoops’ to get through that the idea of our city welcoming and inviting new business is somewhat paradoxical.”*
- *“More resources for small business loan opportunities...they don’t have the resources to compete with major companies.”*
- *“Riverside needs to be more innovative in creating the city as a hub for something bigger than Amazon warehouses. All the students going to UCR graduate and leave. We lose out on intellect and innovation if we can’t provide a meaningful career for college students after they graduate.”*

Overall satisfaction with working in Riverside

As noted above, Riverside is seen as a good place to get a good job. Indeed, the unemployment rate in the City in June 2022 was 3.5%,¹⁶ a “brighter picture” than Riverside County’s unemployment rate of 4.0% or the 4.2% for California as a whole (which has recovered from the pandemic high of 16.1% in May 2020¹⁷).

Nearly two-thirds of phone survey respondents (**64.4%**) indicated that they work full- or part-time for pay, and **20.4%** of those individuals are making ends meet by working more than one job. These figures are consistent with 2019 statistics. The figures for those in the online resident survey are 63.9% who work full- or part-time for pay, and 14.3% who have more than one job.

What do Riverside’s online respondents who *live and work* in Riverside feel are the best things about working in their city of residence? That list included:

- A short commute (65.8%, up from 61.4% in 2019 and 59.1% in 2015)
- I have a good job/work for a good company (53.3%, down from 59.6% in 2019)
- Less traffic than Orange or LA County (26.9%, virtually unchanged from 26.3% in 2019)
- Availability of amenities such as restaurants, entertainment, or gyms (4.5%, down from 8.2% in 2019)

Those same factors were mentioned by online *non-resident* respondents although the percentages were different. They said that the best things about working in Riverside are:

- Good job/company (69.8%, down significantly from 77.4% in 2019 and 86.8% in 2015)
- A short commute (30.2%, unchanged from 2019)
- Less traffic than Orange or LA County (22.6%, up from 18.1% in 2019)
- Availability of amenities (9.4%, up from 4.9% in 2019)

People were also asked about the things they like least about working in the City. Online *resident* respondents focused on:

- Pay is “not as good as jobs in other places” (30.3%, up from 23.8% in 2019)
- Smog, air pollution (27.0%, virtually unchanged from 27.9% in 2019)
- Traffic (22.8%, down from 27.9% in 2019)
- Poor amenities in the area (15.2%, virtually unchanged from 15.4%)
- Not enough parking (6.6%, down from 12.7% in 2019)

16. <https://www.labormarketinfo.edd.ca.gov/geography/riverside-county.html>

17. <https://www.labormarketinfo.edd.ca.gov/geography/california-statewide.html>

Those same factors were mentioned by *non-residents*, although the percentages differed somewhat. Specifically, traffic was mentioned by 30.0% and lower pay was only mentioned by 24.5%.

Short commute times were mentioned above as one of the best things about working in Riverside, yet long commutes are a way of life for many Southern California residents. Over time, working adults have had to spend more and more of their day sitting in traffic on the freeway and city streets (even if commute distance has remained the same). That means that there is less time to spend with family and friends, less opportunity to exercise, and increased levels of depression, stress, obesity and other health issues. The most current “official” data available from the American Community Survey (2020) show that the average travel *time* to work nationwide is 26.9 minutes and the figure for the City of Riverside is 32.0 minutes, with 83.5% of commuters travelling less than an hour one way.¹⁸ But those data are not current, and the site does not include data on *miles traveled* in addition to the travel *time* data already shown. That was the reason for including a commuting question on the online survey of residents.

The average commute distance ONE WAY for phone survey respondents (regardless of whether they work in Riverside or elsewhere) is **20.56** miles (up from **14.90** miles in 2019), with a median of **12.94** miles. But commute distance obviously differs for those who work within the City and those to leave the city to work. Over half (**54.3%**) of phone survey respondents who are working and 60.4% of online survey resident respondents indicated that they *work within the City of Riverside* (figures that are virtually unchanged from the 2019 survey). The mean number of miles these individuals commute to work ONE WAY is **9.30**, with a median of **7.00** miles (less than half of the average for all workers). On average, they commute approximately 5 days a week (the mean is **4.8 days**, median is 5.0). In contrast, working respondents who *leave the City* to work indicated that their mean one-way commute distance to work is **31.7** miles, and the median is **24.0** miles. The mean number of days they need to face the challenge of fighting traffic during their commute is **4.7**, and the median is **5.0**.

Clearly, people working in the City enjoy an obvious savings of money for gas and wear and tear on the car. They also have the advantage of spending less *time* in the car in traffic (an obvious quality of life detractor).

Workforce training and college internships

Being an entrepreneur can be a difficult endeavor. The entrepreneur needs to deal with employee issues, disgruntled customers, new ways of selling, a fluctuating economy, and ever-changing technology. Creating an entrepreneurship culture that includes the availability of support services and training can increase the chances of businesses succeeding and improve the City’s standing as a “business-friendly” place and a catalyst for innovation.

18. <https://data.census.gov/cedsci/table?q=commute&g=1600000US0662000&tid=ACSST5Y2020.S0801>

Most online resident respondents either didn't know that Riverside had business training and support services (29.0%, up from 23.1% in 2019) or don't use them (32.3%, virtually unchanged from 32.9% in 2019) – perhaps because they are not entrepreneurs! Of those that were able to rate the services, 29.8% (down sharply from 46.2% in 2019) said the services meet their needs, and another 49.6% (up from 43.3% in 2019) said their needs are “partially met.” The other 20.5% said the services do not meet their needs.

As noted earlier, some survey questions were only asked of a particular profile of respondents. The 111 college students were also asked whether they had applied for internships or part-time jobs in Riverside that would help them prepare for a career position. Only 34 indicated that they had done so, and another 13 said that they hadn't yet, but planned to. Relatively few of the 46 people able to rate Riverside's opportunities (13 college students) said they were satisfied with the local opportunities for internships or part-time jobs, 11 said they simply don't know yet, and the remaining 22 indicated that they are not satisfied, indicating that there are not enough local opportunities.

Finally, there appears to be somewhat of a “brain drain” of our college-going population: 33.3% indicated that the jobs they want aren't in Riverside and another 25.6% (up from 9.3% in 2019) said they don't want to stay in the area. The remaining 41.1% said they believe they will be able to find a good job in Riverside after they graduate.

Finally, residents answering the online survey who both live and work in Riverside were asked whether they felt that Riverside's workforce is properly trained and educated. 61.1% (virtually unchanged from 62.3% in 2019) agreed or strongly agreed that Riverside's workforce is properly trained and educated. That figure was 68.3% (down from 73.8% in 2019) among those non-residents who work in Riverside.

Financial stability and optimism

It is not enough to simply talk about the healthy economy of a City. One must also look at the financial stability of those who live and work there. When phone survey respondents were asked “In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off”, only **26.3%** (down from **36.6%** in 2019) said they are now better off than before. To place that figure in context, a February 2022 nationwide Gallup poll revealed that 41% of **U.S. adults** say that they are better off than a year ago.¹⁹ And a PPIC survey from May 2022 revealed that only 15% of **California adults** felt that way.²⁰

19. <https://news.gallup.com/poll/389465/financial-progress-eluding-americans.aspx>

20. <https://www.ppic.org/publication/ppic-statewide-survey-californians-and-their-government-may-2022/>

Financial status compared with a year ago

	Better Off	Same	Worse Off
Phone	26.3%	51.2%	22.5%
<u>Online Resident</u>	<u>16.3%</u>	<u>46.2%</u>	<u>37.5%</u>
<u>Online Non-Resident</u>	<u>22.8%</u>	<u>33.7%</u>	<u>43.5%</u>

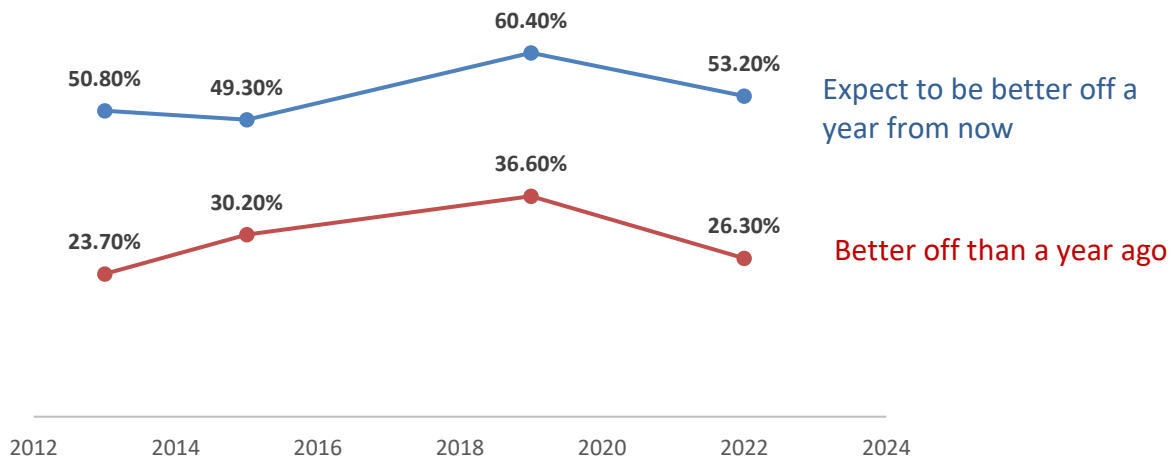
Expectations for finances a year from now

	Better Off	Same	Worse Off
Phone	53.2%	36.1%	10.7%
<u>Online Resident</u>	<u>24.4%</u>	<u>47.8%</u>	<u>27.8%</u>
<u>Online Non-Resident</u>	<u>34.7%</u>	<u>45.3%</u>	<u>20.0%</u>

The above question looked at a comparison of this year's financial situation with last year's. But how about the future? Are respondents optimistic about their future financial status? Riverside respondents were asked: "*Now looking ahead, do you think that a year from now you and your family will be better off, the same, or worse off than you are now?*" As is typically the case on surveys IAR has conducted over the past decades, people tend to be encouraged about their future financial prospects (regardless of their evaluations of their current financial condition). Indeed, well over half of phone survey respondents (**53.2%**), 24.4% of online respondents, and 34.7% of non-residents expect to be better off financially by next year.

Bottom line: as noted in the graph below, the figures regarding current and predicted financial status are lower than in previous surveys, but still show a great deal of optimism for the future.

Financial status over time has declined



Environmental Stewardship



“Champion proactive and equitable climate solutions based in science to ensure clean air, safe water, a vibrant natural world, and a resilient green new economy for current and future generations.”

OVERVIEW: Riverside’s water meets state and federal quality standard, yet water quality ratings from Riverside’s residents and non-resident workers have declined over time. The region’s air quality had been improving from the 1970’s through 2015, but it has gotten worse since 2016. Long time residents contacted for the phone survey have noted some improvement in air quality since they moved to Riverside, however online survey results show that the percent of residents noting improvement has declined since 2019. Electric vehicle use has increased over time, mainly for financial reasons (i.e., saving money on gas).

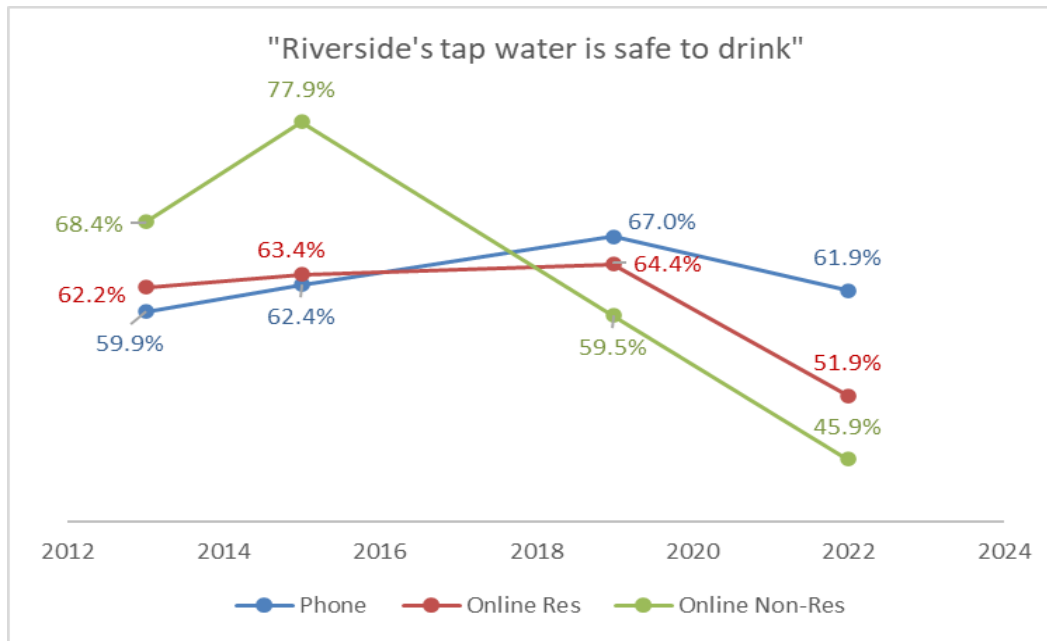
Environmental stewardship can be defined as the responsible use and protection of the environment. Even though Envision Riverside 2025 does not include the Riverside Community Quality of Life survey as a source of performance metrics for the goals under this strategic priority, the survey *does* include people’s perceptions about the safety of their tap water, the air quality, and interest in driving an electric vehicle. In addition, data on the perceived “attractiveness” of Riverside (reported in an earlier section of this report) bears on this priority.

Safe water

Data provided to the Environmental Working Group by the California State Water Resources Control Board and the U.S. EPA indicate that the City’s tap water was “in compliance with deferral health-based drinking water standards” for the period between January 2021 and March 2021 (the most recent data available).²¹

But objective reality and perceptions do not always match. When phone survey respondents were asked whether they felt that Riverside’s tap water is safe to drink, only **61.9%** (down from **67.0%** in 2019) strongly agreed or agreed. Clearly, there appears to be a “disconnect” between perceptions of the **38.1%** of respondents who expressed concerns about the water and the objective water quality data cited in scientific reports. Online survey respondents who live in Riverside gave lower ratings, with only 51.9% (down from 64.4% in 2019) feeling the water is safe to drink. And the figure is even lower (45.9%) for non-residents who work in the City and were knowledgeable enough to provide input on the question.

21. <https://www.ewg.org/tapwater/system.php?pws=CA3310031>



Clean air

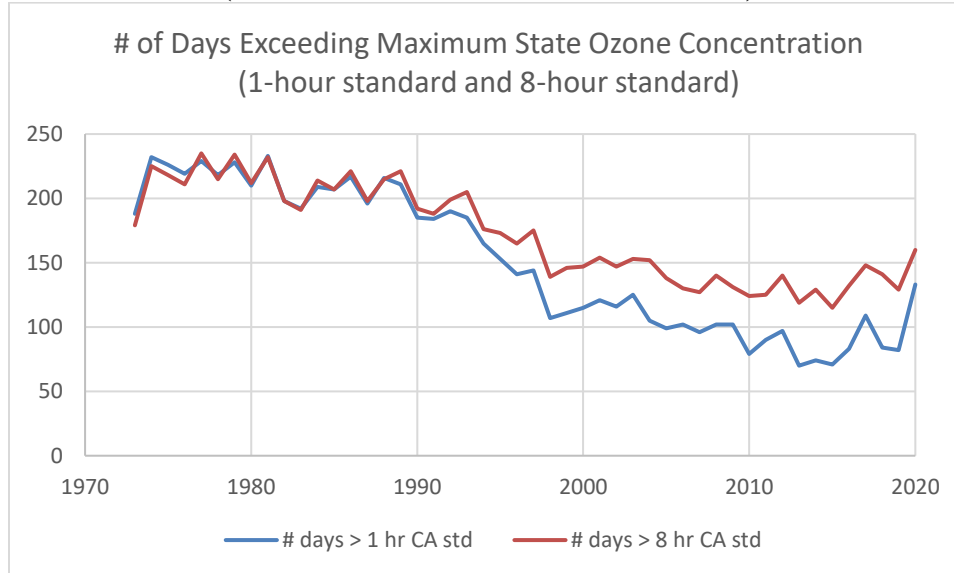
One of the authors of this report moved to Riverside in late 1969. At that time, one of the first things people thought of when one mentioned the “Inland Empire” was “smog,” and that perception was definitely warranted given the number of days per year it was impossible to see surrounding mountains (or even the “Big C” on Box Springs Mountain). Smog was a significant concern given that ozone exposure can irritate the respiratory system, aggravate asthma, and reduce lung function making it more difficult to work and exercise outdoors. But over time – until 2015 – the air quality had dramatically improved as shown in the graph below portraying the number of days the city exceeded the maximum state 1-hour and 8-hour average ozone concentration in the South Coast Air Basin.²² Unfortunately, that trend seems to have slightly reversed since 2015, with current levels now slightly exceeding those of the year 2000.

Confirming the recent decline in air quality, the American Lung Association’s 2022 State of the Air report has given the City of Riverside an “F” for ozone and particle pollution.²³

22. Source: Air Resources Board, <https://www.arb.ca.gov/adam/trends/trends2.php>

23. <https://www.lung.org/research/sota/city-rankings/states/california/riverside>

of Days Exceeding Maximum State Ozone Concentration (1-hour standard and 8-hour standard)



When phone survey respondents were asked about the things, they like least about living in Riverside, only **1.7%** listed “smog” as the major problem (perhaps because homelessness and traffic have eclipsed smog as a problem over time). If residents were asked to make an objective ranking of smog as a problem (without asking for the one MAIN problem), that figure would possibly be much higher. Yet it is important to note that over half (**59.8%**, up from **56.6%** in 2019) of respondents who had lived in Riverside for 6 or more years perceived that there had been an objective improvement over time. Looking at some subgroupings of respondents, **64.0%** of the people who have lived in Riverside between 6 and 10 years have noticed an improvement over time, as have **53.1%** of people who have lived in Riverside between 11 and 20 years and **61.9%** of “long-time” residents (those who have been in Riverside more than 20 years and are best in a position to make comparisons over time). Online survey results are not as “positive” as the figures from the phone survey – 48.9% (down from 62.8% in 2019) of residents that have lived in Riverside for 6 or more years agreed or strongly agreed that the air quality has improved. And only 47.8% of non-residents agreed or strongly agreed with that statement.

Electric vehicles

According to the EPA, transportation (e.g., burning fossil fuels from cars, trucks, ships, trains, and planes) accounts for 27% of 2020 greenhouse gas emissions.²⁴ Electric vehicles have a smaller environmental footprint than “conventional” internal combustion engines which is why efforts at combating climate change have included a switch to battery electric vehicles, plug-in hybrids, and fuel cell electric vehicles. In fact, Governor Newsom announced an executive order

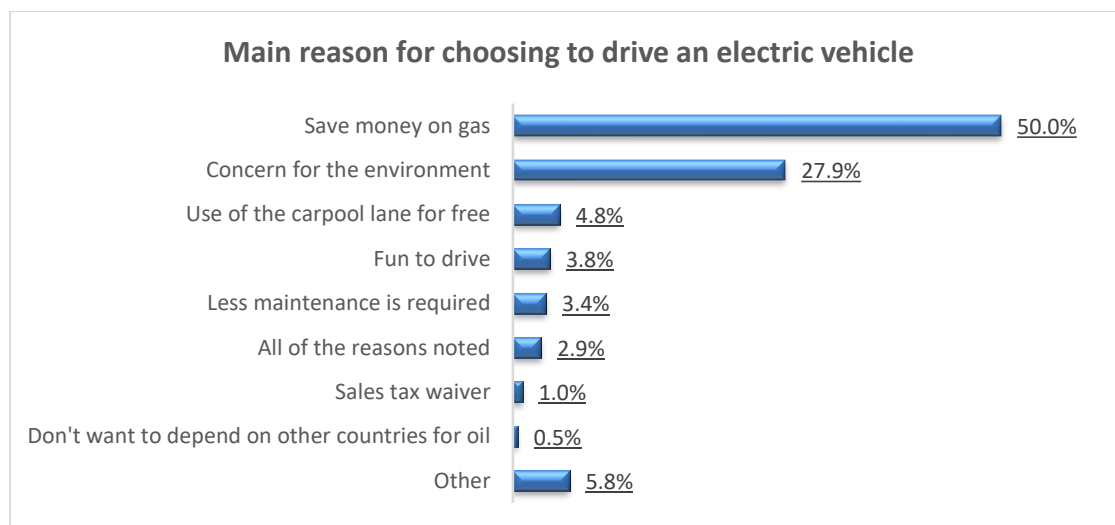
24. <https://www.epa.gov/ghgemissions/sources-greenhouse-gas-emissions>

in September 2020 requiring sales of all new passenger vehicles to be zero-emission by 2035. As of 2021, only 12% of vehicle sales were zero-emission,²⁵ thus the state has a long way to go to reach that goal. California has provided incentive programs to offset the cost of zero-emission vehicles, and the state and federal governments have invested great sums of money to install charging stations. The City of Riverside offers various rebates for buying/leasing an electric vehicle, and for installation of electric vehicle chargers in homes.

Several questions on the online surveys addressed people's reasons for driving (or NOT driving) an electric vehicle. The results could have been reported under the section titled "Infrastructure, Mobility & Connectivity," however given the link between air quality and reduced emissions from electric vehicles, we have chosen to place the results here.

In 2015, only 3.8% of residents responding to the online survey indicated that they or a member of their household drives an electric vehicle. That figure increased to 8.5% in 2019 and 10.7% in the 2022 survey. An even larger percentage of non-resident workers (11.9%) reported that they or a member of their household drives an electric vehicle.

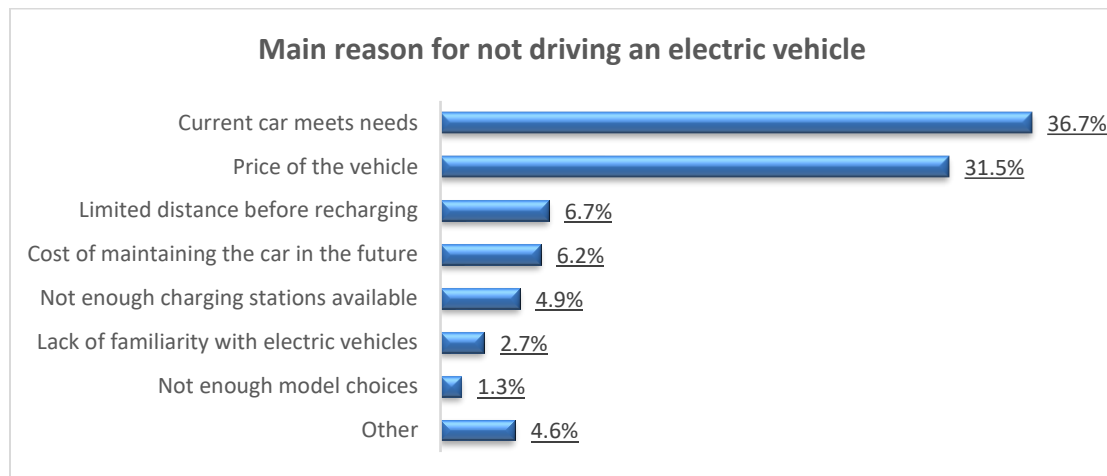
What motivates these individuals to drive an electric vehicle rather than a conventional vehicle? The predominant answer is financial in nature...people simply want to save money on gas, use the carpool lane for free, or get a sales tax waiver. Of course, there is also a large group of people (27.9%) who have a concern for the environment – people who believe that it is an *individual* responsibility to do what they can to reduce emissions and improve public health.



The vast majority of residents reside in households where no one drives an electric vehicle. When those individuals were asked for the main reason for *not* driving such a vehicle, the predominant answer was that their current car already meets their needs (36.7%). The graph

25. <https://worldnewsera.com/news/coronavirus/california-leads-the-way-in-zero-emission-transportation-but-there-are-still-challenges-to-overcome/>

below shows the array of reasons offered by residents (which follow a similar pattern as the reasons stated by non-residents):



High Performing
Government

High Performing Government

“Provide world class public service that is efficient, accessible and responsive to all.”

OVERVIEW: Riverside received high marks for the quality of the services provided to its residents. Even during the pandemic, the City provided a panoply of services and initiatives to help with pandemic issues. Most respondents were aware of these services and felt the City did “very” or “somewhat” well responding to pandemic issues. Usage of the City’s eComment feature on the website has increased over time, but still remains low. Social media is seen as an increasingly important way to communicate with the City’s residents and workers. Usage of the 311 system hasn’t changed since 2019, but ratings have significantly declined. Over 85% of phone survey respondents have experienced some form of community engagement in City government over the past 12 months. The predominant reason for engaging is when something affects the person’s neighborhood. A majority of phone survey respondents have a “great deal” or “fair” amount of trust in City government when it comes to the City handling local problems, and believe that leaders make decisions based on community involvement and engagement.

Strategic planning documents such as Envision Riverside 2025 are meant to set the direction of an organization and to define metrics to measure progress towards the stated priorities and goals. This section of the report provides information from the Riverside Quality of Life survey regarding several possible metrics, including ratings of city services, communication

between City leaders and the community, use of 311 to connect with the community, community engagement in City government, and community trust.

Ratings of City Services

The City of Riverside provides a variety of services to its residents, including electric, sewer, trash/recycling, water, animal control, business training services, and more. A single question was included on the phone and online resident surveys to determine residents' views of the quality of those services. **84.1%** of phone survey and 60.2% of online survey respondents agree or strongly agree that "Riverside provides quality services to its residents." It is recommended that a follow-up question be included on the survey to determine what services people see as "lacking," and specific recommendations to improve those services.

During the pandemic, the City of Riverside also provided resources such as business assistance, rent assistance, permit extensions, vaccination and testing sites, etc. – initiatives designed to meet the needs of City residents during the Covid-19 pandemic. Were residents and non-resident workers aware of these initiatives? YES. An amazing **80.5%** of phone survey respondents (and 75.3% of online residents) indicated that they were aware of the initiatives. **43.5%** thought that the City did "very well" responding to pandemic issues, and another **47.7%** said the City did "somewhat well."

Communication

Online resident survey respondents were asked how important it is to have "effective communication methods between the City and its residents and workers." On a 100-point scale where 0 is "not important" and 100 is "very important," the average rating was 78.4.

One way residents can communicate with the City is through the *eComment* feature on the City's website (<https://www.riversideca.gov/services/online-services>) which, according to the website, makes "*it easier for the public to communicate feedback and receive information. The City of Riverside, CA is a way for you to find out about ongoing Projects, create/share/vote on citizen-generated Ideas, and connect with others that share your interests. You can also learn about public Meetings that will help us, as a community, shape the future of how we work. The more public input we receive the better The City of Riverside, CA can become.*" Unfortunately, only 7.6% of online resident respondents have ever used the eComment feature (a slight increase from 6.4% in 2019), with another 7.2% saying that they "don't recall" (which probably means they have NOT used it). Respondent comments indicate that they want more communication from the City, so it might be a good idea to promote the availability of this mode of communication more broadly.

Another measure of communication comes from the ***multiple response*** question: "How did you hear about this Riverside Community Quality of Life Survey?" Considering that the survey is a City effort, one would hope that a large proportion of the community would have heard about the survey through City sources. Yet the vast majority of online resident survey

respondents (64.7%) indicated that they had heard about the survey from social media (Twitter, Facebook, Instagram, etc.) which *may* reflect promotional efforts of the City or may simply reflect residents who “spread the word” on their individual social media sites. Another 10.4% heard from friends and family, 8.8% heard from a community or neighborhood group, and 7.9% heard about the survey via an email from the City or Councilmember. Nearly half of non-resident workers (45.7%) heard about the survey from their employer.

Finally, one (admittedly disgruntled) respondent had heard about the survey by overhearing someone else’s conversation and wrote the following extensive comment indicating his/her feelings about communication: *“Find ways to tell us what is going on so we can attend events, meetings, know about government decisions, funding and more. We have a second home in a city that provides us with a free newspaper weekly with everything you need to know about the city. Please do this or send emails. No one knows what's going on. Tell us about upcoming events so we can go – don’t tell us about what already happened. I had to search for this survey after overhearing a side conversation at a grocery store. That is unacceptable. I read everything in sight and I should know, but info is not easily and clearly provided.”* This comment, although more impassioned than most, reflects the feelings of a not-insignificant group of respondents.

311: connecting with the community

In 2004, the City’s 311 service-request website was introduced as a “one-call-does-it-all” center for non-emergency services and information. Since that time, the system has been updated to include cell and online access for people who wish to submit comments, complaints, or requests for City services. Currently, residents can submit non-emergency requests, “explore” what is in the City, learn about the City’s history, see upcoming events and activities for the month, take a photo of graffiti or other issue to be addressed, pay their utility bills, and more.

With all of this information at people’s fingertips, it is perhaps disappointing that only 39.7% of phone survey respondents indicated that they have used the 311 system for City services, and the majority of those individuals (70.5%) rated it as “excellent” or “good.” Although usage has stayed approximately the same since 2019, the rating of 311 has declined (although there is no survey data to explain the reason for that decline).

There were no differences in ratings based on demographics, however there *is* a relationship between 311 usage and various demographic variables: Only 30.8% of those with a high school degree or less had used the service, as opposed to 41.8% of those with some college and 43.2% of those with a college degree. Further, 25.1% of those 34 years old or younger reported having used it, vs. 42.3% of those between 35 and 64 and 48.8% of those 65 years old or older (although one might have expected that younger people would be *more* likely to use the online system than older people). Females used 311 in greater numbers than males (44.5% vs. 34.8%). There was also a significant “ethnic divide:” 33.9% of Hispanics had used it, vs. 45.8% of non-Hispanics. It would be worth trying to promote this valuable service more heavily within certain subgroups of the population.

Usage and ratings of Riverside's 311 for City services

	2019		2022	
	% Used 311	% "Excellent" or "Good"	% Used 311	% "Excellent" or "Good"
Phone	37.7%	89.8%	39.7%	70.5%
<u>Online resident</u>	<u>62.7%</u>	<u>85.2%</u>	<u>66.9%</u>	<u>73.9%</u>
<u>Online non-resident</u>	<u>39.7%</u>	<u>87.1%</u>	<u>20.8%</u>	<u>50.0%</u>

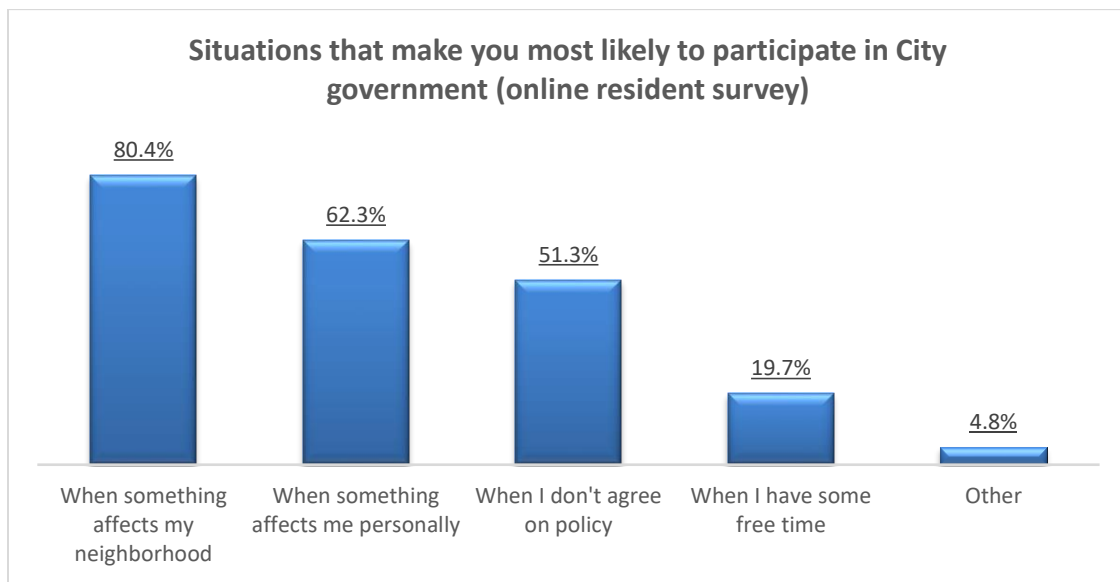
As noted in the table above, respondents to the online resident survey had used Riverside's 311 in greater numbers than those in the phone survey. It is possible that those responding to the online survey are more "tech savvy" than those responding to the phone survey, and that may account for the difference in usage of the 311 system. Non-resident respondents also had experience with the 311 system.

Community engagement in City government

There are various definitions of community engagement, many of which focus on a process of public participation and involvement in addressing issues affecting people's well-being. In order to evaluate community engagement relative to Riverside City government, residents were asked whether they had participated in various Riverside activities over the past 12 months. The vast majority (**85.4%**) said they had participated in at least one of the four activities listed in the table below. Following are the percentages of participation in each individual activity:

ACTIVITY	% Who Participated	
	Phone Survey	<u>Online Survey</u>
Attended an in-person meeting of local elected officials or boards	10.2%	<u>17.7%</u>
Attended a zoom meeting of local elected officials or boards	14.8%	<u>30.2%</u>
Visited a City of Riverside website or City online service	68.9%	<u>81.1%</u>
Participated in a recent local election	67.2%	<u>73.7%</u>

Individuals who had participated in any of the above activities were then asked about the kind(s) of situations that would make them most likely to participate in City Government. The results below may surprise the reader – self-interest does not seem to be the predominant response.



There were some interesting comments in the “other” category, some of which reflect concern that City leaders will not be responsive to what residents have to say, and some of which indicated that people don’t know how to get involved. City leaders have been provided with a complete list of those comments,

All online resident survey participants were then asked what the City might do to make it easier to participate in City Government, and 29.2% suggested providing greater opportunities to participate via technology instead of making time in their busy lives to attend an in-person meeting. Another 26.3% suggested directly e-mailing or sending text messages about the opportunities to participate, and 22.0% suggested providing information “further in advance.” Finally, 15.0% want government to come to THEM (“come to my neighborhood”).

A total of 53 people asked for a change in meeting times in order to encourage greater resident participation. These are presumably people who *want* to participate but prefer to do so in person rather than via technology. Most requested evening meetings since they are working during the day and unable to attend.

Community trust

Recent data from a nationwide survey conducted by the Pew Research Center and released June 6, 2022, shows that public trust in government remains near historic lows (with the expected partisan divides).²⁶ That report says: “Only two-in-ten of Americans say they trust the government in Washington to do what is right “just about always” (2%) or “most of the time” (19%).” Further, a May 2022 survey conducted by Pew found that the American public has lost

26. <https://www.pewresearch.org/politics/2022/06/06/public-trust-in-government-1958-2022/>

much of its trust in both public health experts (e.g., CDC) and in government leaders (including local elected officials) since the beginning of the pandemic.²⁷ Yet surveys show that confidence in *local* officials is higher than confidence in *state* or *national* figures. For example, whereas 66% of adults nationwide say they have a “great deal/fair amount” of trust in their local government to handle local problems, the figure for the state is only 57% and the figure for the federal government handling domestic problems is only 39%.²⁸

Residents responding to the phone and online surveys were asked: “*How much trust and confidence do you have in Riverside City government when it comes to handling local problems?*” Almost two-thirds (**65.7%**) of phone survey respondents have a “great deal” to a “fair amount” of trust when it comes to the City handling local problems. Online survey respondents showed much more “mistrust” than phone survey respondents.

Level of trust and confidence in Riverside City government when it comes to handling local problems

	Phone	<u>Online</u>
A great deal	9.9%	<u>4.6%</u>
A fair amount	55.8%	<u>40.7%</u>
Not very much	24.2%	<u>41.9%</u>
None at all	10.1%	<u>12.7%</u>

An analysis of these results by various demographic variables showed that there is remarkable consistency in confidence ratings among subgroups by age group, gender, education, income, and home ownership. But there were some differences based on ethnicity. Specifically, **72.4%** of Hispanics vs **59.2%** of non-Hispanics reported having a great deal or a fair amount of confidence in Riverside City government. Further, a high-level trust/ confidence in Riverside City government is related to an increased sense of belonging to the community, a high level of community pride, and a low level of fear of crime. Confidence in local government is clearly linked with people’s overall “sense” of their county as a place to live and thrive – i.e., their quality of life.

A related question was asked on the *online* survey regarding confidence that the elected officials in the city will adopt policies that will benefit the general community. The results appear to mirror the figures in the table above. It is possible that if the question had been asked of the more statistically reliable phone sample, the confidence level reported would have been higher.

27. <https://www.nytimes.com/2022/07/07/us/public-trust-pew-survey.html>

28. <https://news.gallup.com/poll/355124/americans-trust-government-remains-low.aspx>

Level of confidence that elected officials will adopt policies that will benefit the general community

	<u>Online</u>
A great deal of confidence	<u>4.6%</u>
Some confidence	<u>37.5%</u>
Not much confidence	<u>38.7%</u>
No confidence	<u>19.2%</u>

Finally, phone and online respondents were asked if they agree that “*Riverside leaders make decisions based on community involvement and engagement.*” As the table shows, online survey respondents were much less likely to agree with the statement than phone survey respondents. This finding is consistent with the results of the previous two questions regarding confidence and trust in government.

Riverside leaders make decisions based on community involvement and engagement

	Phone	<u>Online</u>
Strongly agree	6.2%	<u>4.4%</u>
Agree	61.1%	<u>31.5%</u>
Disagree	24.7%	<u>35.5%</u>
Strongly disagree	8.1%	<u>28.7%</u>



Infrastructure, Mobility & Connectivity

“Ensure safe, reliable infrastructure that benefits the community and facilitates connection between people, place, and information.”

OVERVIEW: Willingness to use alternatives to a person car or motorcycle to travel within the city, while still relatively high, has decline somewhat. Taking a bus is the predominant alternative form of transportation for those willing to get out of their cars or off their cycles. But overall, relatively few people report that they actually USE public transportation, with the main reason being concerns about safety and inconvenience. Complaints about parking issues in downtown Riverside continue to be expressed, with people especially noting a lack of parking both on the street and in parking garages or lots. Many residents believe that there is nothing the City can do to encourage more walking and biking, but others promote improving the City’s infrastructure by installing more sidewalks and bike lanes, and improving bike lane connectivity.

Earlier in this report (in the section on Community Well-Being) we noted that in the 2019 Riverside Community Quality of Life survey, traffic was the most often-mentioned factor residents like least about living in Riverside. Fewer people mentioned traffic as an issue in this year's survey, however navigating the traffic in the City of Riverside (and in Southern California in general) continues to be an ongoing challenge. Yet in order for residents and workers to be able to fully participate in society and enjoy a good quality of life, cities need to have the infrastructure which will facilitate mobility.

This section of the report focuses on preferred modes of travel within the City other than a personal car or motorcycle, views regarding public transportation within the City, issues with parking, and recommendations for encouraging residents and visitors to walk and bike as an alternative to driving.

Preferred method of travel within the City

As can be seen every weekday during the morning and evening rush hours, the car culture is alive and well in Riverside. Of course, public transportation options exist as alternatives to driving one's personal car or motorcycle. For example, the Riverside Transit Agency provides buses, trolleys, and dial-a-ride vehicles to serve people in cities throughout western Riverside County. The City provides "special transportation" to seniors and those with disabilities. And there are a variety of private organizations providing shuttle, taxi, or van service to Riverside residents and workers. Bike paths also provide circulation within the City. The City's website has a page entitled "Getting around & Transportation"²⁹ which provides information about real-time traffic, discounted bus passes, parking tickets, and more.

Respondents to all three modes of survey delivery were asked to indicate if there is any way other than taking a personal car or motorcycle that they would consider traveling within the City. Over half of phone survey respondents (**57.1%**, down from **66.4%** in 2019) answered in the affirmative, as did **41.1%** of online resident respondents (down from **57.3%** in 2019) and **30.4%** of non-residents (down from **42.1%** in 2019). The decrease in willingness to use alternative modes of transportation may partially be an outcome of the pandemic, i.e., a lack of interest in sharing close personal space with those who might be infected with Covid-19.

Those who were willing to consider alternative modes of travel were then asked a follow-up question: "What method of travel do you prefer?" Traveling by bus was the predominant method of choice for phone survey respondents (**43.9%**), followed by bicycle (**20.1%**) and ride-hailing apps (**14.0%**). These figures have not changed significantly since the 2019 survey. The online residential survey results were quite different, probably due to differences between *hearing* a question and *seeing* the question and options. For those individuals, taking the bus, walking, and bicycling were the top choices.

29. <https://www.riversideca.gov/residents/getting-around-transportation>

Preferred method of travel (other than personal car or motorcycle) among those willing to consider alternative modes of travel

	Phone Survey	Online Resident Survey	Online Non-Resident Survey
Bus	43.9%	<u>22.3%</u>	<u>29.0%</u>
Bicycle	20.1%	<u>17.2%</u>	<u>22.6%</u>
Electric scooter	1.0%	<u>4.2%</u>	<u>0.0%</u>
Electric bicycle	0.3%	<u>11.9%</u>	<u>6.5%</u>
Walking	11.2%	<u>22.9%</u>	<u>19.4%</u>
Uber or Lyft	14.0%	<u>13.0%</u>	<u>12.9%</u>
Train/Metrolink/Amtrak	6.5%	<u>3.0%</u>	<u>0.0%</u>
Other	2.9%	<u>5.5%</u>	<u>9.7%</u>

Willingness to use public transportation

This year, only 14.2% of residents reported on the online survey that they use public transportation within the City of Riverside. That is down significantly from 22.7% in 2019 and 26.5% in 2015. The literature clearly shows that taking public transportation is environmentally friendly, improves road congestion and community mobility, and improves riders' productivity by providing an opportunity to work during their trip. Yet apparently relatively few of the respondents perceive that these benefits outweigh the negatives, predominantly concerns about safety and lack of convenience. More specifically, following are the main reasons respondents cited for *not* using public transportation (asked as a multiple response question):

- "I feel unsafe on buses" (41.1%, up from 28.9% in 2019 and 24.7% in 2015) or "Don't like the people who use public transportation" (13.5%)
- "Not convenient to get where I need to go" (40.5%)
- "Takes too long to get where I need to go" (31.9%)
- "Have to wait too long for a bus" (19.0%) or "Buses don't operate at the times I need to travel" (9.8%)

Further, a third (35.5%) said that they simply like taking their personal vehicle.

Non-residents were even less engaged with public transportation than the residents: only 10.9% (down from 16.3% in 2019) reported using public transportation within the City. Reasons these individuals don't take public transportation are similar to those reported by residents:

- "I feel unsafe on buses" (43.3%) or "Don't like the people who use public transportation" (17.5%)
- "Not convenient to get where I need to go" (38.1%)
- "Takes too long to get where I need to go" (27.8%)

- “Have to wait too long for a bus” (16.5%) or “Buses don’t operate at the times I need to travel” (8.2%)
- “I just like taking my personal vehicle” (29.9%)

The coding categories above do not fully represent the level of people’s concerns about their safety when using public transportation. City leaders are encouraged to view all comments provided in a spreadsheet. Following are a few illustrative comments:

- *“Bus stops are disgusting and not protected from the sun.”*
- *“The bus stops are dirty (graffiti, trash, dirty).”*
- *“I do not mind the buses themselves however the bus stops can be really dirty, scary, and crowded with those experiencing homelessness but don’t go on the bus...rather they just take up the bus stop. If bus stops were safer and well-lit I would definitely consider utilizing public transport.”*
- *“Bus stops are inaccessible due to homeless overtaking the space (setting up tents under bus stop).”*
- *“How many homeless camps would I have to pass to get to the bus stop?”*
- *“Too many people who appear to be on drugs or mentally unstable.”*
- *“Driving my own vehicle is faster and safer than taking public transportation.”*

Parking

In February 2022 the City Council approved changes to the City’s parking policies which increased fees for metered parking on downtown streets and long-term parking in city-operated garages. The policy also limited the number of hours for on-street parking. In July the council repealed the policy based at least in part on community feedback and indicated that an alternative plan would be developed. This is an important issue for residents, many of whom prefer using their own car to travel within the city.

Online resident and non-resident respondents were asked “From your perspective, what are the main parking issues in downtown Riverside?” In the 2019 survey the main issues were lack of parking on the street as well as in parking garages or lots. These same issues appeared in this 2022 survey; however, they were eclipsed somewhat by complaints about the *cost* of parking.

	Online Resident Survey	Online Non-Resident Survey
Parking is too expensive	<u>49.3%</u>	<u>46.7%</u>
Not enough off-street parking (i.e., parking garages/lots)	<u>40.7%</u>	<u>37.3%</u>
Not enough parking on the street	<u>48.8%</u>	<u>48.0%</u>
Affordable parking is too far from where person is going	<u>30.0%</u>	<u>26.7%</u>
Concerns about homelessness and crime	<u>2.1%</u>	<u>2.7%</u>
Other	<u>10.2%</u>	<u>2.7%</u>

City leaders are encouraged to view the “other” comments provided in a separate spreadsheet.

Walking and biking


A study published in the Journal of Preventative Medicine³⁰ shows that people who live within a few blocks of high-quality biking and walking facilities were more likely to get the recommended amount of physical exercise daily. Such exercise is enjoyable and leads to better physical and mental health outcomes (and therefore quality of life).

But is there anything the City, County, or Regional Agencies can do to encourage City residents and visitors to walk or bike more? That multiple response question was asked of online resident survey respondents, and 22.5% said that “there is NOTHING that would encourage increased walking or biking.” Other respondents were able to provide some concrete recommendations. Specifically, over a quarter (28.0%) suggested installing more sidewalks, and 27.1% believe that bike lane connectivity needs to be improved. Further, 22.3% believe that agencies should encourage schools to offer incentives or programs for children to walk and bike to school, and 21.4% recommend installing more bike lanes. We also note that a number of people chose to write comments instead of “checking a box,” and the main recommendation was to make walking and biking *safer* by dealing with the crime, drugs, and the homeless issue. Others commented on speeding in the city and the need to clean and repair the streets, sidewalks, and roads.

30. <https://usa.streetsblog.org/2019/03/26/study-good-bike-and-red-infrastructure-actually-makes-neighbors-healthier/>

CONCLUSION


The 2022 Riverside Community Quality of Life Survey, a follow-up of the 2013, 2015, and 2019 surveys, documents the good aspects of life in Riverside and demonstrates some of Riverside's challenges which need further attention from Riverside leaders and stakeholders. Following are but a few of the concluding comments people made on this year's survey.




"Having lived in Riverside for most of my life, and now working here, I have noticed a lot of advancements and improvements. I have a deep love for Riverside and hope to see it continue to grow and improve. Thank you for taking the time to review these surveys."




"It's a great place to live"



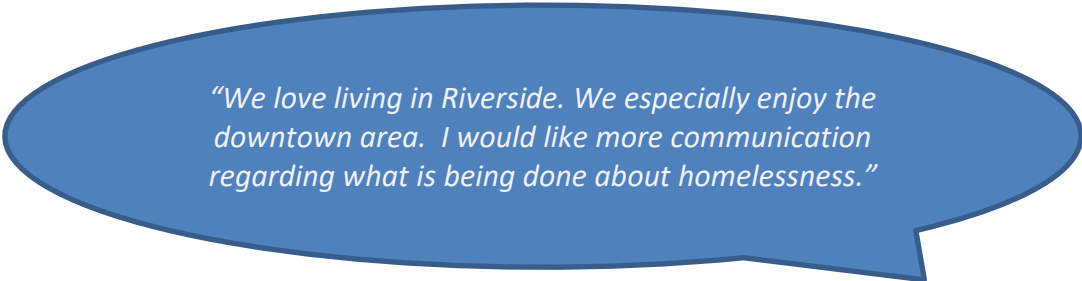
"Downtown has beautiful classy buildings"



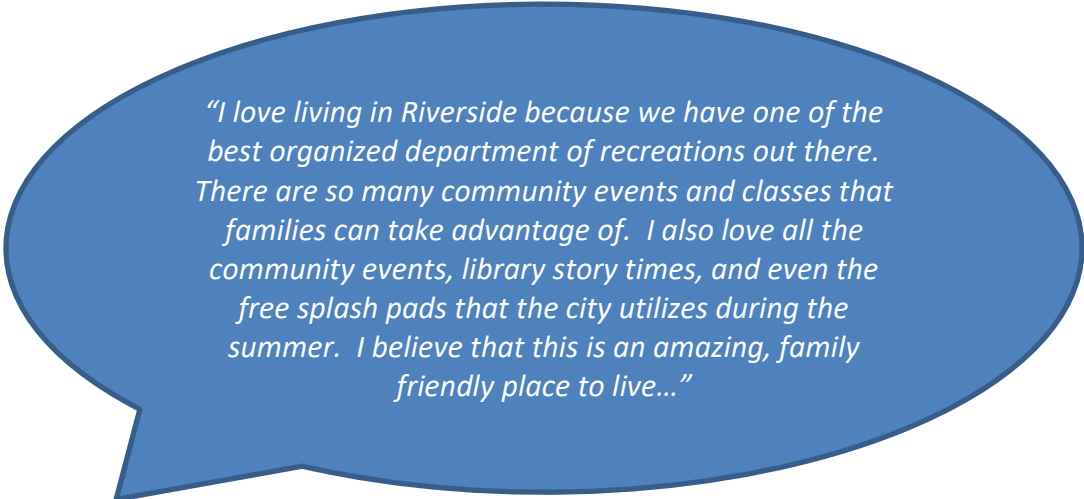
"Thank you for taking care of the city."



"I appreciate all you do and for asking us for our opinions and input."



"We love living in Riverside. We especially enjoy the downtown area. I would like more communication regarding what is being done about homelessness."



"I love living in Riverside because we have one of the best organized department of recreations out there. There are so many community events and classes that families can take advantage of. I also love all the community events, library story times, and even the free splash pads that the city utilizes during the summer. I believe that this is an amazing, family friendly place to live..."

Based on the results of this edition of the Riverside Community Quality of Life Survey, Riverside is perceived as a good place to be active and healthy, to enjoy art and culture, to bring visitors, to find an affordable place to live, and to raise children. Riverside residents feel a tremendous sense of pride in their city, and a sense of belonging.

But it is important to note one particular challenge that was mentioned throughout the surveys in a variety of contexts (and with *great* passion): homelessness. Consider the following quotes which include both positive factors and challenges for the city:

- *"As I am 3rd generation River sider, I love Riverside, but feel it has not made the advancements it could in order to be a destination location, not just a stopping off point. The homelessness issue is ridiculous and is growing worse (I have served on homeless boards for the City). I applaud the police and city for cleaning out the homeless in the parks so they can be enjoyed again (at least the parks I frequent). I don't have a solution but would love to see the city I love be a destination and continue to be a good place to raise a family, where the children would as adults choose to stay. So many residents of Riverside drive to OC for amenities and entertainment not available in Riverside. The library system is phenomenal, btw."*

- *“Riverside has much to offer in educational options, quality neighborhoods, geographic location to many interest spots, and many community and cultural events. I am a proud Riversider! My biggest concern is the balance between employment opportunities, affordable housing and community safety for many of our lower socio-economic population and neighborhoods. We can do better with addressing the homeless crisis in the downtown area; this affects every resident either rich or poor. The drug epidemic has cause extreme consequences either with crime, homelessness, neighborhood safety, health, and community solitary.”*

Yes, people love living and working in Riverside. That said, there is still a great deal of work to be done before Riverside is a city where ***all*** residents have a safe and secure place to live and work. Riverside has its challenges, and we look forward to documenting progress on dealing with those challenges in the next Riverside Community Quality of Life Survey.

APPENDIX I

Survey Methodology

Survey Methodology

Two types of survey methodologies were used in order to elicit information from Riverside City residents and non-resident workers/college students: a phone survey and online surveys. The **phone survey** methodology was used in order to tap the opinions of a statistically valid random sample of Riverside City **residents**; that is, a sample drawn from the population in a way that every registered voter adult (with a telephone) living in the City had virtually the same chance to be included in the sample. The random sampling procedures used were designed to ensure that the resulting data would be unbiased and would approximate the demographic breakdown shown in the American Community Survey.

In addition, **online surveys** were used to tap the opinions of Riverside adult **residents** who did not have an opportunity to participate in the phone survey. A separate online survey elicited the views of people who **work or go to college in the city but live elsewhere**. Although such online surveys are not random (and therefore must be interpreted with caution due to possible biases in the data), they do provide more of an opportunity for community engagement and wider participation than would be possible if only a phone survey had been conducted.

Telephone Survey Methods

In past Riverside quality-of-life surveys, IAR has used random digit dialing to contact potential survey respondents. Based on the most current research in survey sampling, this year the researchers used a registered voter list as the sampling frame from which participants were drawn. The advantage of this method is that one can establish quotas by gender, geography, and age to better represent the population of voters. Of course, the downside of using registered voter lists is that not everyone is registered! But given the increase in voter registrations in advance of the 2020 presidential election, this is not as serious a downside as it has been in the past.³¹ And of course, residents who are not registered to vote had the option of providing their input via an online survey (discussed in the next section).

In this day and age, it is not sufficient (i.e., scientifically valid) to conduct a telephone survey by relying solely on listings of landline phones. In fact, the National Health Interview Survey (NHIS) conducted from July to December 2021 by the National Center for Health Statistics indicated that over two-thirds of adults (68.0%, up from 54.9% in 2018) live in “wireless only” households.³² The sampling frame used for the study clearly needed to account for this, since research shows that the demographics in wireless-only households differ significantly from those households with landlines. Consider the following statistics:

31. The Pew Research Center has determined that use of voter lists produced estimates that were statistically indistinguishable from random digit dialing. <https://www.pewresearch.org/methods/2018/10/09/comparing-survey-sampling-strategies-random-digit-dial-vs-voter-files/>

32. <https://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless202205.pdf>

- More than four in five adults in the U.S. aged 25-29 (87.4%) and aged 30 – 34 (86.4%) were living in wireless-only households when the NCIS was conducted – that figure decreased as age increased (79.6% for those aged 35 – 44, 66.2% for those 45 - 64, and 43.4% for those 65 or over).
- More than four in five adults in the U.S. living in rented homes (82.0%) had wireless-only households, vs 61.5% for adults living in homes owned by a household member.
- About three-quarter of U.S. adults living in poverty (76.2%) live in households with only wireless telephones, vs 67.3% of adults with higher family incomes.
- Hispanic adults (79.1%) were more likely than non-Hispanic white (65.6%), non-Hispanic black (65.0%), or non-Hispanic Asian (67.2%) adults to be living in households with only wireless telephones.³³

Given the extensive inclusion of cell phones as well as landlines in the sampling frame, we are confident that to the extent possible, the phone survey yielded a valid representation of opinions of City residents.

A total of **500 residents** were surveyed between April 23 and April 28, 2022 (with 28 surveys – 5.6% – conducted in Spanish with non-English-speaking residents), resulting in a 95 percent level of confidence and an accuracy of +/- 4.4%.

The following table shows a partial demographic breakdown of the respondents who participated in the telephone survey and census figures (for comparison). The reader will note that the data are slightly skewed toward older people and non-Hispanics (people traditionally more likely to respond to a phone survey). In order to correct for this under-sampling of young people and Hispanics and to better reflect the demographic profile of the City, a weighting factor has been applied to the data. The weighted results (cited in this report) are only slightly different from the unweighted results; however, the weighting better allows us to generalize to the full population of residents and to ensure that the results reflect the profile of adults in the City of Riverside.

³³. <https://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless202205.pdf>

AGE – RIVERSIDE ADULT POPULATION ONLY

Age Category	Phone survey	Census ³⁴
18 to 19 years	3.3%	6.2%
20 to 24 years	10.6%	12.5%
25 to 29 years	0.8%	12.0%
30 to 34 years	8.9%	9.5%
35 to 39 years	13.7%	8.8%
40 to 44 years	11.2%	8.0%
45 to 49 years	8.5%	7.9%
50 to 54 years	10.2%	7.5%
55 to 59 years	7.1%	7.0%
60 to 64 years	3.1%	6.1%
65 to 69 years	6.8%	4.9%
70 to 74 years	5.8%	3.8%
75 to 79 years	6.0%	2.3%
80 to 84 years	3.3%	1.8%
85 years and over	0.6%	1.8%

HISPANIC, LATINO, OR SPANISH ORIGIN

	Phone survey	Census
Hispanic adults	39.0%	49.3%
Non-Hispanic adults	61.0%	50.7%

Online Survey Methods

Over the past decade there has been a tremendous increase in the use of the internet and social media to communicate, gather information, and enhance relationships. Not surprisingly, the use of online surveys has skyrocketed. Indeed, over the past few years of conducting survey research for public and private organizations in the Inland Empire, IAR has found that such surveys offer the advantages of speed, efficiency, broadly-based community participation, and lower costs of data collection. Online surveys allow the researcher to provide access to “hard to access” populations (such as people who work in Riverside but live elsewhere) – groups and individuals who might be difficult (or impossible) to reach via more traditional methods (e.g., telephone surveys). Further, online surveys provide an opportunity for respondents to write more in-depth comments than would be possible on a phone survey. And as noted earlier, this year’s online survey provided a vehicle for Riverside residents who are not registered to vote to weigh in with their opinions.

Unfortunately, however, IAR must be clear that there are also some significant disadvantages associated with online survey research, the main one being the fact that online survey participants are **not randomly selected**, thus limiting the researchers’ ability to make generalizations about the findings and track results over time. Often people who choose to respond to online surveys are either extremely positive or extremely negative about the issue

³⁴. <https://data.census.gov/cedsci/table?g=16000000US0662000&tid=ACSDP5Y2020.DP05>

under study and are more motivated to complete a survey than those with “mid-range” attitudes. Finally, it is well known in the literature that residents who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both online and phone surveys).

In order to maximize community engagement and provide maximum opportunity for Riverside residents to provide input, the City of Riverside chose to augment the telephone survey of residents described above with an online survey. In addition, a separate online survey was developed for people who work or attend college in Riverside but live elsewhere. Both surveys were programmed in Qualtrics (a leading industry provider of online survey software). On May 22, 2022, the surveys were made active on the **RiversideSurvey.com** web page, with separate links for the English and Spanish versions. The survey was available through July 16, 2022.

A total of **2,134** “adult” surveys of **City residents** were taken online (10 of which were completed in Spanish). About a third of those adults (35.6%) both live AND work in the City, and the remainder just live in the City (and either work elsewhere, are full time students/ homemakers/ parents/ caregivers, are unemployed, or are disabled or retired). Another **112** surveys were taken online (all in English) by those who **work (or go to college) in Riverside but live elsewhere**.

It is important to reiterate that online surveys are not random, thus results may be skewed and must be interpreted with caution. But does this invalidate the responses gleaned from the surveys? The answer is “no.” Online surveys are a wonderful method of community engagement that can provide some interesting anecdotal data and additional validation of phone survey results if the overall trends of the two methodologies match. Further, the only way to easily gather information from non-residents is by utilizing an online survey, and the opinions of this subgroup (many of whom live just outside the City boundaries) are important since they work, play, and contribute to the economy in the City. They are familiar with Riverside’s characteristics – both its positives and its challenges. As one example of a non-resident’s quote encompassing this dichotomy:

- *“I have lived in and/or worked in the Riverside area for the last 30 years. I have seen tremendous growth in the downtown area that I am proud of, but I think we still need a ways to go. The homeless situation is terrible downtown. We have always had homeless people, but the nature of the current homeless people is definitely more aggressive. We have had several people attacked in our building while they were out walking downtown. More of a police patrol presence might be nice to help deter some of this activity. It would be nice to see more of a variety of entertainment come to the Fox theater. But honestly the whole increase in parking has really deterred me from wanting to spend any more time downtown than I already do for work. It's beyond ridiculous. Most of the people that work downtown are making minimum wage. How are they supposed to find parking? In addition to those people, there are many government in place downtown who*

barely make 40k a year that now have to scramble and park far away in an unsafe environment to walk to work. Get it together Riverside regarding this situation!!!!”

Bottom line: Online surveys are an important survey tool for community engagement and input from people who otherwise would not be included in the analysis of quality-of-life in the City, however we must reiterate that if there is a discrepancy between online survey results and phone survey results, ***the phone survey results are the statistically valid results which should be relied upon.***

Following is some demographic information describing the respondents of the online surveys.

AGE – RIVERSIDE ADULT POPULATION ONLY

Age Category	Online Resident	Online Non-Resident
18 to 19 years old	0.5%	0.0%
20 to 24 years	2.4%	2.2%
25 to 29 years	4.7%	3.3%
30 to 34 years	10.6%	13.3%
35 to 39 years	13.2%	15.6%
40 to 44 years	11.7%	16.7%
45 to 49 years	10.4%	15.6%
50 to 54 years	9.6%	14.4%
55 to 59 years	8.8%	11.1%
60 to 64 years	9.9%	4.4%
65 to 69 years	9.2%	2.2%
70 to 74 years	4.6%	1.1%
75 to 79 years	3.2%	0.0%
80 to 84 years	0.8%	0.0%
85 years and over	0.5%	0.0%

HISPANIC, LATINO, OR SPANISH ORIGIN

	Online Resident	Online Non-Resident
Hispanic	32.3%	42.9%
Non-Hispanic	67.6%	57.1%

APPENDIX II

Telephone Questionnaire

RIVERSIDE COMMUNITY QUALITY OF LIFE TELEPHONE SURVEY, 2022

Note to reader about formatting:

- This is a script for telephone interviewers working with the Institute of Applied Research, CSUSB.
- Lower case = what is actually read to the interviewee, the Riverside resident responding.
- CAPITALS = instructions for the interviewers or technical coding for their system. These are not read to interviewee.
- When answer options are in CAPS, they are coding categories for researcher only; they will not be read aloud. The interviewer listens to the answer and then marks the closest answer code – which may be DON'T KNOW or REFUSED. If they give an answer that doesn't match a pre-determined category, then they type in the answer.
- **Questions in blue print are new questions added to the 2019 survey questions.** The rest are the same as 2019 and can be used to track trends over time.

INTRO

I'm calling from VuPoint Research on behalf of Riverside community leaders who want to know what YOU think about Riverside's quality of life so they can set priorities for the coming year.

CALLBK

[IF RESPONDENT DOESN'T WISH TO PARTICIPATE]: Is there a better time I could call back to reach an adult resident?

1. YES (SCHEDULE CALL BACK)
2. NO

IF (CALLBK = 2) END SURVEY

LANGUAGE

INTERVIEWER: PLEASE CODE WHICH LANGUAGE THE INTERVIEW WILL BE CONDUCTED IN

1. ENGLISH
2. SPANISH

INTRO2

This survey takes about 10 minutes to complete. Your identity and your responses will remain completely confidential, and of course, you are free to decline to answer any particular question. And the survey has been approved by the human subject's board.

I should also mention that this call may be monitored by my supervisor for quality control purposes only.

AGEQAL

First, I'd like to verify that you are at least 18 years of age.

1. YES
2. NO

IF (ANS > 1) SKIPTO QSORRY

IF (ANS = 1) SKIPTO BEGIN

QSORRY

I'm sorry, but currently we are interviewing people 18 years of age and older.
Is there anyone else at home that I could speak with?

[PRESS ANY KEY TO TERMINATE INTERVIEW OR BACK TO INTRO]

CITY First, I would like to confirm you currently live in THE CITY of Riverside?

1. Yes
2. No

IF (ANS = 2) SKIP TO QSORRY2

TRAINING NOTE FOR VUPOINT: IN THE PAST SOME PEOPLE HAVE ANSWERED THAT THEY LIVE IN RIVERSIDE COUNTY. IT IS IMPORTANT TO EMPHASIZE THE CITY OF RIVERSIDE WHEN ASKING THE QUESTION.

HOMEZIP What is your zip code?

92501	JUST IN CASE P.O. BOX ZIPS
92502	92513
92503	92514
92504	92515
92505	92516
92506	92517
92507	92521
92508	92522

ZIP CODE NOT ON OUR LIST **[SKIPTO QSORRY2]**

98. DON'T KNOW

99. REFUSED

YRSINRIVER How many years have you lived in the CITY of Riverside?

[INTERVIEWER: DON'T READ. LET THEM ANSWER AND PUT RESPONSE IN THE CORRECT CATEGORY, ROUND UP 5 ½ EQUALS 6 YEARS]

1. LESS THAN 2 YEARS
2. 2 TO 5 YEARS
3. 6 TO 10 YEARS
4. 11 TO 20 YEARS
5. MORE THAN 20 YEARS
8. DON'T KNOW
9. REFUSED

[PROGRAMMING NOTE: IF REPLY IS 3, 4 OR 5, ASK RIVERSIDEi regarding air quality]

WHYLIVE What is the MAIN reason you choose to live in the City of Riverside?

[INTERVIEWER: DON'T READ OPTIONS]

1. CLOSE TO WORK/JOB HERE
2. CLOSE TO FAMILY
3. AFFORDABLE
4. LIVED HERE MY WHOLE LIFE
5. CAN'T AFFORD TO MOVE

6. NO CHOICE – LIVE WITH FAMILY/PARENTS IN RIVERSIDE
7. ATTENDING SCHOOL HERE
8. I LIKE THE SCHOOLS FOR MY KIDS
9. IT'S "MY KIND OF PLACE"/I LIKE IT/I CHOSE IT
10. OTHER (specify _____)
11. FEEL SAFE
12. JUST CAME AND NOW I'M USED TO IT
98. DON'T KNOW
99. REFUSED

BESTLIVE In your opinion, what is the BEST thing about living in Riverside?

[INTERVIEWER: DON'T READ OPTIONS]

1. GOOD AREA, LOCATION
2. NICE PARKS/OUTDOOR SPACE/NATURAL SCENERY
3. AFFORDABLE HOUSING
4. GOOD CLIMATE, WEATHER
5. NOT CROWDED
6. GOOD SCHOOLS/UNIVERSITIES
7. LESS CRIME, FEEL SAFE
8. JOB AVAILABILITY
9. FRIENDLY PEOPLE
10. FAMILY AND FRIENDS LIVE HERE
11. CLOSE TO WORK
12. FAITH/RELIGIOUS COMMUNITY/CONGREGATION
13. GOOD ENTERTAINMENT/ARTS/CULTURE
14. ACTIVE COMMUNITY
15. I LIKE BEING INVOLVED
16. SMALL TOWN ATMOSPHERE FEELING
17. CONVENIENCE TO STORES, RETAIL, RESTAURANTS
18. OTHER (SPECIFY)_____
19. NOTHING
98. DON'T KNOW
99. REFUSED

WORSTLIVE In your opinion, what do you like LEAST about living in Riverside?

[INTERVIEWER: DON'T READ OPTIONS]

1. SMOG, AIR POLLUTION
2. TRAFFIC
3. POOR PUBLIC TRANSPORTATION
4. DRUGS
5. CRIME, VIOLENCE
6. GANG ACTIVITY
7. BAD LOCATION
8. LACK OF ENTERTAINMENT/ARTS/CULTURE
9. OVERPOPULATED
10. BAD SCHOOL SYSTEM
11. COST OF LIVING/TOO EXPENSIVE TO LIVE HERE
12. LACK OF JOB OPPORTUNITY

13. WEATHER, FIRES, FLOODS, EARTHQUAKES
14. ATTITUDE OF LAW ENFORCEMENT OR IMMIGRATION OFFICERS
15. INTOLERANCE
16. ISOLATION...DON'T FEEL "CONNECTED"
17. HOMELESSNESS
18. NOT ENOUGH OPEN SPACE
19. OTHER (SPECIFY) _____
20. NOTHING
98. DON'T KNOW
99. REFUSED

TRANS Now let's get more specific about some aspects of life in Riverside.

GOODPLACE For each of the following statements, please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first one: Riverside is a good place....

[ROTATE QUESTIONS "A" THROUGH "H"].

- a. To bring visitors.
 - b. To find a good job.
 - c. To own or operate a business or nonprofit
 - d. To be active and healthy.
 - e. To raise children.
 - f. To enjoy art and culture.
 - g. To find an affordable place to live.
 - h. To retire
1. STRONGLY AGREE
 2. AGREE
 3. DISAGREE
 4. STRONGLY DISAGREE
 8. DON'T KNOW
 9. REFUSED

GROCERIES Thank you. Now on another topic, how would you rate the availability of healthy places to eat and shop for groceries in your neighborhood? Would you rate the availability as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
8. DON'T KNOW
9. REFUSED

EXERCISE How would you rate the availability of places to exercise and be active in your neighborhood? Would you rate it excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR

7. I DON'T EXERCISE...I'M NOT ACTIVE
8. DON'T KNOW
9. REFUSED

TRAVEL Suppose you wanted to travel within the city of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider travelling within the city?

1. YES
2. NO **SKIP TO PANRESOURCE**
8. DON'T KNOW **SKIP TO PANRESOURCE**
9. REFUSED **SKIP TO PANRESOURCE**

TRAVELB What other method of travel do you prefer?

1. BUS
2. BICYCLE
3. ELECTRIC SCOOTER
4. ELECTRIC BICYCLE
5. WALKING
6. UBER OR LIFT
7. OTHER (Specify) _____
8. DON'T KNOW
9. REFUSED

PANRESOURCE

On another topic: During the pandemic, the City of Riverside provided resources such as business assistance, rent assistance, permit extensions, vaccination and testing sites, etc. Were you aware of any of these initiatives designed to meet the needs of City residents during this difficult time?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

PANRESPOND

In your opinion, how well did the City do in terms of responding to pandemic issues?

Would you say the City did very well, somewhat well, or not well at all?

1. The City did very well responding
2. Somewhat well
3. Overall the City did NOT do well responding
4. Uncertain—didn't take advantage of the resources
9. REFUSED

TRUST1

How much trust and confidence do you have in Riverside City government when it comes to handling local problems? Would you say a great deal, a fair amount, not very much, or none at all?

1. A GREAT DEAL
2. A FAIR AMOUNT
3. NOT VERY MUCH
4. NONE AT ALL
8. DON'T KNOW/NO OPINION
9. REFUSED

ACTIVITIES

Please tell me if you have participated in any of the following Riverside activities in the last 12 months. First....

- a. Have you attended an in-person meeting of local elected officials or boards?
- b. Have you attended a ZOOM meeting of local elected officials or boards?
- c. Visited the City of Riverside website or a City online service?
- d. Visited a library or community center?
- e. Participated in a recent local election?
 1. YES
 2. NO
 8. DON'T RECALL
 9. REFUSED

RIVERSIDE Thank you. Now for the next few statements, please tell me if you strongly agree, agree, disagree, or strongly disagree. Here's the first statement: [ROTATE ITEMS A through M]

- a. "Riverside is an attractive place" (FALLBACK: BEAUTIFUL SURROUNDINGS)
- b. "I feel a sense of belonging to my community"
- c. "Riverside is a place where I can realize the goals I have for my future"
- d. "There are good schools in my neighborhood"
- e. "Riverside is a good place for young people to go to college or trade school"
- f. "I am proud to live in Riverside."
- g. "I am satisfied with the progress made so far in addressing homelessness in the City of Riverside."
- h. "Riverside's tap water is safe to drink"
- i. **IF YRSINRIVER=3, 4, 5 (LIVED MORE THAN 6 YEARS) ASK:** "The air quality in Riverside has improved since I've lived here."
- j. "The public libraries in Riverside meet my needs"
- k. "Riverside leaders make decisions based on inclusive community involvement and engagement."
- l. "Riverside is a place where diversity is supported and valued."
- m. "Riverside provides quality services to its residents."

1. STRONGLY AGREE
2. AGREE
3. DISAGREE
4. STRONGLY DISAGREE
8. DON'T KNOW
9. REFUSED

PARKS

Now moving on to another topic...about how many times a year do you visit the parks and recreational spaces in the City of Riverside?

- | | |
|------------------------------|-----------------------|
| 1. Never | SKIP TO STORES |
| 2. A few times a year | |
| 3. About once a month | |
| 4. More than once a month | |
| 8. DON'T KNOW/CAN'T ESTIMATE | SKIP TO STORES |
| 9. REFUSED | SKIP TO STORES |

PARKSB:

ASK ONLY IF VISITED PARKS A FEW TIMES A YEAR (PARKS = 2, 3, OR 4). If PARKS=1 (NEVER) or IF PARKS > 4, SKIP TO STORES

Do the parks and recreational spaces in Riverside meet your needs? For this question please answer "yes," "no", or "somewhat"

- | | |
|---|-----------------------|
| 1. YES | SKIP TO STORES |
| 2. NO | |
| 3. SOMEWHAT | |
| 4. DON'T USE/DON'T GO TO PARKS OR RECREATIONAL SPACES | SKIP TO STORES |
| 8. DON'T KNOW | SKIP TO STORES |
| 9. REFUSED | SKIP TO STORES |

PARKSC

ASK ONLY IF PARKSB IS A "NO", OR "SOMEWHAT".

How would you like the parks and recreational spaces to be improved?

(PLEASE CHECK ALL THAT APPLY)

1. MORE ACTIVITIES AND FACILITIES
2. TAKE CARE OF HOMELESS ISSUES
3. DEAL WITH SAFETY ISSUES
4. CLEANER/MORE RESTROOMS
5. CLEAN UP THE PARKS
6. MORE PARKS NEEDED
7. MORE/BETTER LIGHTING
8. MORE OPEN SPACES
9. PARKING PROBLEMS
10. OTHER (PLEASE SPECIFY)
11. DON'T KNOW
12. REFUSE

NOTE: ON FOLLOWING QUESTIONS “STORES” TO “FESTIVALS,” ONLY ASK PART B OF THE QUESTIONS IF DON’T MEET NEEDS OR ONLY SOMEWHAT MEET (RESPONSES 2 OR 3 OF THE MAIN QUESTION)

IF MEET NEEDS (ANSWER = 1) OR DON’T USE/KNOW/REFUSE (> 3) SKIP THE B PART OF THE QUESTIONS

STORES

Now I have some questions about whether shopping and entertainment in Riverside meet your needs. First, do the retail stores in the city meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON’T USE/ DON’T DO THE SHOPPING IN MY HOUSEHOLD
8. DON’T KNOW
9. REFUSED

STORESB. IF “NO” OR “SOMEWHAT”: What stores or types of stores would you like to see in Riverside?_____

RESTAURANTS

How about the restaurants in the city...do they meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON’T USE/DON’T GO TO RESTAURANTS
8. DON’T KNOW
9. REFUSED

RESTAURANTSB. IF “NO” OR “SOMEWHAT”: What restaurant or kind of restaurants would you like?

MUSIC

How about places to hear music, dance and watch live theater in the city?

1. YES
2. NO
3. SOMEWHAT
4. DON’T USE/DON’T GO TO CLUBS
5. DIDN’T KNOW THERE WERE PLACES TO HEAR MUSIC AND DANCE IN RIVERSIDE
8. DON’T KNOW
9. REFUSED

MUSICB. IF “NO” OR “SOMEWHAT”: In what way don’t they meet your needs?

FESTIVALS

Do the festivals and special events in Riverside meet your needs?

1. YES
2. NO
3. SOMEWHAT
4. DON'T USE/DON'T GO TO FESTIVALS OR SPECIAL EVENTS
5. DIDN'T KNOW THERE WERE FESTIVALS/SPECIAL EVENTS
8. DON'T KNOW
9. REFUSED

FESTIVALS B. IF "NO" OR "SOMEWHAT": What improvements would you like to make?

Q311SERV

Have you ever used Riverside's 311 for City services?

[INTERVIEWER: IF ASKED "WHAT IS 311?": It is a way for residents to request services or make comments by phone or online.]

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

Q311SERV RATE: ASK ONLY IF Q311= 1. IF Q311 > 1, SKIP TO DESTINATION

Would you rate 311 as excellent, good, fair, or poor?

1. EXCELLENT
2. GOOD
3. FAIR
4. POOR
8. DON'T KNOW
9. REFUSED

DESTINATION

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

1. YES
2. NO
8. DON'T KNOW
9. REFUSED

NEIGHBORNAME

Now, on another topic...do you know the names of your neighbors who live close to you?

[INTERVIEWER: IF THEY JUST SAY "YES" PROMPT WITH WOULD YOU SAY YOU KNOW ALL OF THEM, MOST OF THEM, OR SOME OF THEM?]

1. ALL OF THEM
2. MOST OF THEM
3. SOME OF THEM
4. NO, DON'T KNOW ANY
5. DON'T HAVE ANY NEIGHBORS CLOSE BY
8. DON'T KNOW
9. REFUSED

SAFETOWALK

Do you feel it is safe, somewhat safe, or not safe to walk in your neighborhood?

1. YES SAFE **SKIP TO HOWFEARFUL**
2. NOT SAFE
3. SOMEWHAT SAFE
8. DON'T KNOW **SKIP TO HOWFEARFUL**
9. REFUSED **SKIP TO HOWFEARFUL**

SAFETOWALKB: What makes you feel it is unsafe?

1. CRIME/PEOPLE WHO MIGHT HARM ME
2. DRUG/GANG PROBLEM
3. NO SIDEWALKS OR BAD SIDEWALKS
4. DANGEROUS INTERSECTIONS
5. HOMELESS
6. NOT ENOUGH POLICE/BAD RESPONSE TIME
7. NO LIGHTING/POOR LIGHTING OR TOO DARK
8. DOGS, WILD ANIMALS
9. SOMETHING ELSE (SPECIFY) _____
98. DON'T KNOW
99. REFUSED

HOWFEARFUL

In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside? Would you say that you are...

1. Not at all fearful
2. Not too fearful
3. Somewhat fearful, or
4. Very fearful
8. DON'T KNOW
9. REFUSED

FINANCEYRAGO

In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

1. BETTER OFF
2. SAME
3. WORSE OFF
8. DON'T KNOW
9. REFUSED

FINANCEFUTURE

Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

1. BETTER OFF
2. SAME
3. WORSE OFF
8. DON'T KNOW
9. REFUSED

DONATE Do you donate to Riverside causes or organizations?

1. YES
2. NO
3. DONATE TO CAUSES, BUT NOT IN RIVERSIDE
8. DON'T KNOW
9. REFUSED

VOLUNTEER

Do you volunteer for Riverside causes or organizations or schools?

1. YES
2. USUALLY, BUT NOT SINCE THE PANDEMIC [INTERVIEWER: ON VOLUNTEERHRS SAY "HOW MANY HOURS DID YOU VOLUNTEER?"]
3. NO **SKIPTO INFO1**

VOLUNTEERHRS. How many hours per month do you volunteer? _____

INFO1

What source of information do you rely on MOST OFTEN to find out about events and resources in Riverside? [**INTERVIEWER: THIS IS AN OPEN ENDED MULTIPLE RESPONSE QUESTION – LET THEM TALK AND CHECK ALL THAT APPLY**]

1. A LOCAL NEWSPAPER
2. ON-LINE COMMUNITY CALENDAR AT RIVERSIDECA.GOV, EXPLORERIVRSIDE.COM
3. EXPLORE RIVERSIDE QUARTERLY NEWSLETTER
4. UTILITY BILL INSERTS
5. FRIENDS AND FAMILY
6. SOCIAL MEDIA (TWITTER, FACEBOOK)
7. LOCAL WEBSITES
8. COMMUNITY OR NEIGHBORHOOD GROUPS
9. E-MAIL FROM THE CITY OR COUNCILMEMBER
10. OTHER (SPECIFY)
11. NOT INTERESTED
98. DON'T KNOW
99. REFUSED

RENTOWN

We're almost done. I just need a bit of information about your background for statistical purposes only. Do you rent or own your current residence?

1. RENT OR LEASE
2. OWN [I PAY THE BANK]
3. LIVE IN STUDENT HOUSING
4. LIVE WITH FAMILY MEMBER (PARENTS OR KIDS, ETC.)
5. OTHER (SPECIFY) _____
8. DON'T KNOW
9. REFUSED

EDUCATION

What was the last grade of school that you completed?

1. SOME HIGH SCHOOL OR LESS
2. HIGH SCHOOL DEGREE OR EQUIVALENT
3. SOME COLLEGE BUT NO DEGREE
4. ASSOCIATE DEGREE OR TECHNICAL CERTIFICATE
5. BACHELOR'S DEGREE
6. GRADUATE OR PROFESSIONAL DEGREE
7. OTHER (SPECIFY)
9. REFUSED

EMPLOYMENT

Which of the following best describes your employment status? Are you....

1. Working full-time for pay [**CONTINUE WITH NUMJOBS**]
2. Working less than 30 hours a week for pay [**CONTINUE WITH NUMJOBS**]
3. Full-time student [**SKIP TO AGE**]
4. Full-time homemaker, parent or caregiver [**SKIP TO AGE**]
5. Unemployed and looking for work [**SKIP TO AGE**]
6. Retired, or [**SKIP TO AGE**]
7. Disabled and not able to work? [**SKIP TO AGE**]
8. OTHER (SPECIFY) _____ [**SKIP TO AGE**]
9. REFUSED [**SKIP TO AGE**]

NUMJOBS: Do you have more than one job?

1. YES
2. NO
9. REFUSED

WORKINRIVER

Do you work in the CITY of Riverside?

1. YES
2. NO (**ASK: what city do you work in?**) [**TYPE IN THE ANSWER**]
9. REFUSED

COMMUTEMILES

How many miles do you commute to work ONE WAY? ____ Miles

997. I DON'T DRIVE, or I WORK FROM HOME

998. DON'T KNOW

999. REFUSE

IF COMMUTEMILES > 996 SKIP TO AGE

COMMUTEDAYS

How many days a week do you commute to work?

1. 1 day

2. 2 days

3. 3 days

4. 4 days

5. 5 days

6. 6 days

7. 7 days

8. Other (specify...for example, enter a range)

9. REFUSE

AGE

May I ask your age?

1. 18 to 19 YEARS

2. 20-24 YEARS OLD

3. 25-29 YEARS OLD

4. 30-34 YEARS OLD

5. 35-39 YEARS OLD

6. 40-44 YEARS OLD

7. 45-49 YEARS OLD

8. 50-54 YEARS OLD

9. 55-59 YEARS OLD

10. 60-64 YEARS OLD

11. 65-69 YEARS OLD

12. 70-74 YEARS OLD

13. 75-79 YEARS OLD

14. 80-84 YEARS OLD

15. 85 YEARS OR OLDER

99. REFUSED

CHILDREN

How many children ages 18 and under do you have living at home? _____

999. REFUSED

HISPANIC

Are you of Hispanic, Latino, or Spanish origin?

1. YES

2. NO

8. DON'T KNOW
9. REFUSED

RACE

How would you describe your race? **[DO NOT READ--CHECK ALL THAT APPLY]**

1. WHITE, CAUCASIAN
2. BLACK, AFRICAN AMERICAN
3. HISPANIC/LATINO ONLY (INTERVIEWERS: PROBE WITH... Some Hispanics or Latinos also identify themselves as Caucasian or African American or some other race. Do you?)
4. AMERICAN INDIAN OR ALASKA NATIVE
5. ASIAN INDIAN
6. CHINESE
7. FILIPINO
8. JAPANESE
9. KOREAN
10. VIETNAMESE
11. OTHER ASIAN (SPECIFY)
12. NATIVE HAWAIIAN
13. GUAMANIAN OR CHAMORRO
14. SAMOAN
15. OTHER PACIFIC ISLANDER (SPECIFY)
16. SOME OTHER RACE (SPECIFY)
99. REFUSED

INCOME

Which of the following categories best describes your total household income before taxes, from all sources, for 2021? Stop me when I get to the correct category.

1. Less than \$25,000
2. \$25,000 to less than \$35,000
3. \$35,000 to less than \$50,000
4. \$50,000 to less than \$65,000
5. \$65,000 to less than \$80,000
6. \$80,000 to \$110,000
7. Over \$110,000
8. DON'T KNOW
9. REFUSED

INCOMEPL

How many people contribute to the household income? _____

1. JUST MYSELF (1)
2. TWO (2) PEOPLE
3. THREE (3) PEOPLE
4. FOUR (4) PEOPLE
5. FIVE (5) OR MORE PEOPLE
9. REFUSED

COMMENTS

Wonderful, that's it. Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

1. YES (SPECIFY): _____
2. NO
8. DON'T KNOW
9. REFUSED

Great. On behalf of the City of Riverside, I want to thank you for completing the survey. Have a great day!

END

QSORRY I'm sorry, but currently we are interviewing people 18 years of age and older. Thank you for your time. **[END SURVEY]**

QSORRY2 I'm sorry, but we are only surveying people who live in the City limits of Riverside at this time. Thank you for your time. **[END SURVEY]**

INTERVIEWER QUESTIONS

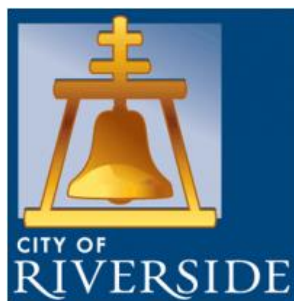
GENDER The respondent was...

1. Male
2. Female
3. Couldn't tell

APPENDIX III

Online Questionnaire for Residents

2022 City of Riverside Quality of Life Survey - Residents



Welcome

Welcome to the 2022 Riverside Community Quality of Life Survey, a survey designed to find out what residents think about Riverside's areas of excellence and areas of needed improvement. This survey should take less than 15 minutes to complete. Your answers will help evaluate the quality of life in Riverside. The results will be a "call to action" for Riversiders to make improvements where needed.

Your identity and your responses will remain completely confidential and, of course, you are free to decline to answer any particular survey question.

I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Further, I acknowledge that I am 18 years of age or older. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.

- ☐ Agree and Continue (1)
- ☐ Disagree (2)

Skip To: End of Survey If Disagree or did NOT click Agree and Continue

LIVEWORK

Your survey answers will be recorded as you go. If you lose your connection or need to complete the survey later, simply go back to www.RiversideSurvey.com from the same computer and start again.

To begin the survey, please select the option that best describes you:

- ☐ Live in the City of Riverside (1)
- ☐ Work or go to college / university in the City of Riverside but live elsewhere (2)
- ☐ Don't live or work in the City of Riverside (3)
- ☐ Both live AND work in the City of Riverside (4)

Skip To: Sorry If Work or go to college / university in the City of Riverside but live elsewhere

Skip To: NoLiveWork If Don't live or work in the City of Riverside

Profile

Also, please check the categories that best describe you (check all that apply):

- ☐ Parent of a child 18 years old or younger (1)
- ☐ Adult age 65 or older (2)
- ☐ Adult age 18 - 64 (3)
- ☐ College or university student (4)
- ☐ In the first 10 years of my working career (a young professional) (5)

YrsInRiver

How many years have you lived in the City of Riverside?

- ☐ Less than 2 years (1)
- ☐ 2 to 5 years (2)
- ☐ 6 to 10 years (3)
- ☐ 11 to 20 years (4)
- ☐ More than 20 years (5)
- ☐ Don't know (6)

Riverside

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

	Strongly agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't know (5)
"Riverside is an attractive place" (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I feel a sense of belonging to my community" (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside is a place where I can realize the goals I have for my future" (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"There are good schools in my neighborhood" (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside is a good place for young people to go to college or trade school" (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I am proud to live in Riverside" (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside" (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

"Riverside's tap water is safe to drink" (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside leaders make decisions based on inclusive community involvement and engagement" (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside is a place where diversity is supported and valued" (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside provides quality services to its residents" (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question if Parent of a child 18 years old or younger

K12

Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

	Strongly agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't Know (5)
My child(ren)'s school prepares them for a good job or career (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My child(ren)'s school prepares her / him / them to be successful college students (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PanResource

During the pandemic, the City of Riverside provided resources such as business assistance, rent assistance, permit extensions, vaccination and testing sites, etc. Were you aware of any of these initiatives designed to meet the needs of City residents during this difficult time?

- ☐ Yes (1)
- ☐ No (2)

Display This Question if aware of pandemic initiatives

PanRespond

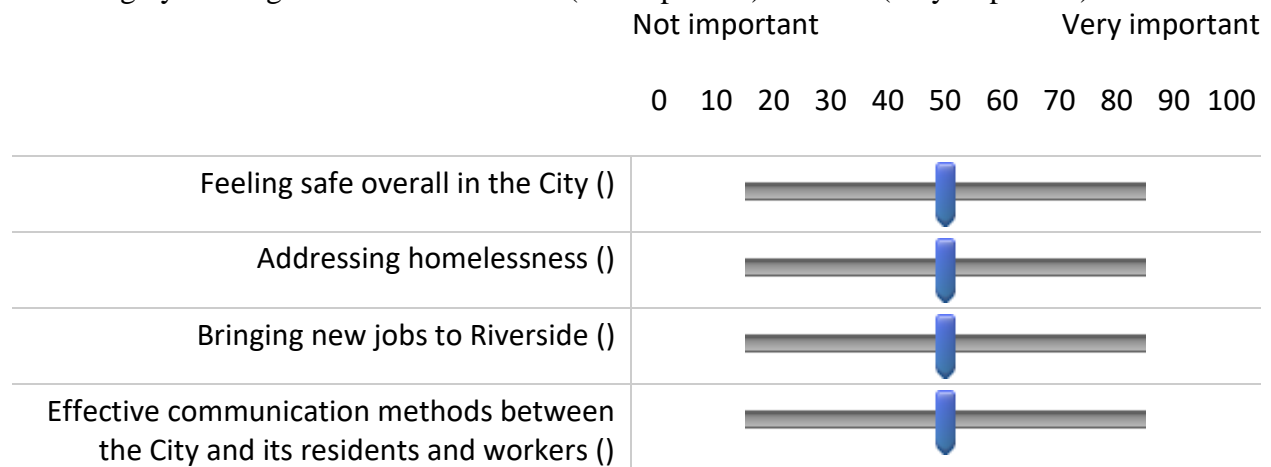
In your opinion, did the City do well responding to pandemic issues?

- ☐ The City did very well responding (1)
- ☐ Somewhat well (2)
- ☐ Overall the City did NOT do well responding (3)
- ☐ Uncertain -- didn't take advantage of the resources (4)

CityIssues

City leaders would like to know how important certain issues are to you. Please rate each of the

following by moving the sliders between 0 (not important) and 100 (very important).



Trust1

How much trust and confidence do you have in Riverside City government when it comes to handling local problems?

- ☐ A great deal (1)
- ☐ A fair amount (2)
- ☐ Not very much (3)
- ☐ None at all (4)
- ☐ No opinion (5)

Activities

In the last 12 months, which of the following Riverside activities have you participated in?

Please check all that apply:

- ☐ Attended an IN-PERSON meeting of local elected officials or boards (1)
- ☐ Attended a ZOOM meeting of local elected officials or boards (2)
- ☐ Visited the City of Riverside website or a City online service (3)
- ☐ Visited a library or community center (4)
- ☐ Participated in a recent local election (5)
- ☐ NONE of the above (6)

Display This Question if participated in ANY of the above Riverside activities

ParticGovtB

What types of situations make you most likely to participate in City government?

- ☐ When something affects me personally (1)
- ☐ When something affects my neighborhood (2)

- ☐ When I don't agree on policy (3)
- ☐ When I have some free time (4)
- ☐ Other (please specify) (5) _____

ParticGovtC

What can the City do to make it easier for you to participate in City government?

- ☐ Directly e-mail or send text messages about the opportunities available (1)
- ☐ Provide information further in advance (2)
 - ☐ Provide greater opportunities to participate via technology, instead of attending meetings (3)
- ☐ Change meeting times (Please specify) (4) _____
- ☐ Come to my neighborhood (5)
- ☐ Other (please specify) (6) _____

Travel

The next few questions deal with travel WITHIN THE CITY of Riverside. ***Besides taking a personal car or motorcycle***, is there any other way you would consider traveling within the city?

- ☐ Yes (1)
- ☐ No (2)
- ☐ DON'T KNOW (3)

Display This Question if would consider alternative ways to travel within the City.

TravelB

What method of travel would you prefer?

- ☐ Bus (1)
- ☐ Bicycle (2)
- ☐ Electric scooter (3)
- ☐ Electric bicycle (4)
- ☐ Walk (5)
- ☐ Uber or Lyft (6)
- ☐ Other (please specify) (7) _____

PublicT

Do you ever use public transportation within the City of Riverside?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)

Display This Question if don't use public transportation (or don't know)

PublicTB

What are the main reasons you don't use public transportation?

- ☐ Have to wait too long for a bus (1)
- ☐ Too crowded (2)
- ☐ Not convenient to get where I need to go (3)
- ☐ Takes too long to get where I need to go (4)
- ☐ Too expensive to take public transportation (5)
- ☐ Don't like the people who use public transportation (6)
- ☐ Buses don't operate at the times I need to travel (7)
- ☐ I feel unsafe on buses (8)
- ☐ Don't know -- I just like taking my personal vehicle (9)
- ☐ Other (please specify) (10) _____

Parking

From your perspective, what are the main parking issues in downtown Riverside?

- ☐ I don't drive so I have no idea (1)
- ☐ There are no parking issues that I'm aware of (2)
- ☐ Parking is too expensive (3)
- ☐ There isn't enough "off-street" parking (that is, parking garages or lots) (4)
- ☐ There isn't enough parking on the street (5)
- ☐ The affordable parking is too far from where I need to go (6)
- ☐ Don't know (7)
- ☐ Other (please specify) (8) _____

WalkBike1

What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?

- ☐ Install more bike lanes (1)
- ☐ Improve bike lane connectivity (2)

- ☐ Install more sidewalks (3)
 - ☐ Make public transportation (that is, RTA and/or Metrolink) more affordable (4)
 - ☐ Encourage schools to offer incentives or programs for children to walk and bike to school (5)
 - ☐ Other (please specify) (6) _____
 - ☐ There is NOTHING that would encourage increased walking or biking (7)
-

WalkBike2

On average, how many times per week do you walk or bike to do errands in the City of Riverside instead of taking your personal vehicle?

- ☐ 0 (1)
 - ☐ 1 or 2 times (2)
 - ☐ 3 or 4 times (3)
 - ☐ 5 or more times per week (4)
-

Display This Question if walk or bike at least once a week

WalkBike3

On average how long does it take you to make the trip? The total time *round trip* is typically....

- ☐ Less than 5 minutes (1)
- ☐ 5 to 14 minutes (2)
- ☐ 15 to 30 minutes (3)
- ☐ More than 30 minutes (4)

EV1

Do you or anyone in your household drive an electric vehicle?

- ☐ Yes (1)
 - ☐ No (2)
-

Display This Question if no one in household drives an electric vehicle

EV2

What is the MAIN reason no one in your household drives an electric vehicle?

- ☐ My/our current car already meets my/our needs (1)
- ☐ Price of the vehicle (2)
- ☐ Limited number of miles one can drive before recharging (3)
- ☐ Not enough charging stations available (4)
- ☐ Lack of familiarity with electric vehicles (5)

- ☐ Not enough model choices (6)
- ☐ Cost of maintaining the car in the future (7)
- ☐ Other (Please specify) (8) _____

Display This Question if someone in the household drives an electric vehicle

EV3

What is the MAIN reason you or member of your household choose to drive an electric vehicle?

- ☐ Concern for the environment (1)
- ☐ Save money on gas (2)
- ☐ Less maintenance is required (3)
- ☐ Fun to drive (4)
- ☐ Sales tax waiver (5)
- ☐ Use of the carpool lane for free (6)
- ☐ Don't want to depend on other countries for oil (7)
- ☐ Other (please specify) (8) _____

Display This Question if Both live AND work in the City of Riverside

WorkBest

In your opinion, what are the BEST things about WORKING in Riverside? (*No more than 2 choices* may be given)

- ☐ The pay is better here than in other areas (1)
- ☐ There are more jobs than in other areas (2)
- ☐ It's not crowded (3)
- ☐ Less traffic than in Orange or LA County (4)
- ☐ It's a short commute (5)
- ☐ I work for a good company (6)
- ☐ I have a good job (7)
- ☐ My job gives me a good chance for advancement / promotions (8)
- ☐ Availability of amenities (restaurants, entertainment, gyms, etc) (9)
- ☐ Other (please specify) (10) _____
- ☐ Don't know (11)

Display This Question if Both live AND work in the City of Riverside

WorkLeast

In your opinion, what do you like LEAST about WORKING in Riverside? (*No more than 2*

choices may be given)

- ☐ Smog, air pollution (1)
- ☐ Traffic (2)
- ☐ Poor public transportation (3)
- ☐ Pay is not as good as jobs in other places (4)
- ☐ It's not a good company / job (5)
- ☐ Other employees are not skilled enough (6)
- ☐ Not as much chance for advancement / promotion (7)
- ☐ Long commute (8)
- ☐ Poor amenities in the area (restaurants, entertainment, gyms, etc.) (9)
- ☐ Not enough parking (10)
- ☐ Nothing...I like everything about working in Riverside (11)
- ☐ Other (please specify) (12) _____
- ☐ Don't know (13)

Display This Question if Both live AND work in the City of Riverside

GrowBus

Please indicate if you strongly agree, agree, disagree, or strongly disagree with the following statement: Riverside is a good place to start or grow a business.

- ☐ Strongly agree (1)
- ☐ Agree (2)
- ☐ Disagree (3)
- ☐ Strongly Disagree (4)
- ☐ Don't know (5)

Display This Question if disagree or strongly disagree that Riverside is a good place to start or grow a business

GrowBusB

What would make Riverside a better place to start or grow a business?

Display This Question if Both live AND work in the City of Riverside

Trained1

Do you strongly agree, agree, disagree, or strongly disagree that Riverside's workforce is properly trained and educated?

- ☐ Strongly agree (1)
- ☐ Agree (2)
- ☐ Disagree (3)
- ☐ Strongly Disagree (4)
- ☐ Don't know (5)

Display This Question if Both live AND work in the City of Riverside

Trained2

Do the business training and support services In Riverside meet your needs?

- ☐ Meet my needs (1)
- ☐ Partially meet my needs (2)
- ☐ Doesn't meet my needs (3)
- ☐ Don't use them (4)
- ☐ Didn't know Riverside had them (5)

Display This Question if College or university student

College1

Do you think Riverside is a good place to live for college students?

- ☐ Yes (1)
- ☐ No (2)

Display This Question if College or university student AND don't think Riverside is a good place for college students

College2

What would make Riverside a better place to live for college students?

- ☐ Affordability of living (1)
- ☐ Do something about crime and safety/homeless problem (2)
- ☐ More entertainment and shopping (3)
- ☐ Other (please specify) (4) _____

Display This Question if College or university student

Internship1

Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

- ☐ Yes (1)
- ☐ No (2)

- ☐ I have no interest in internships (3)
- ☐ Not yet, but I plan to (4)

Display This Question if sought or applied (or intend to seek or apply) for internships or part-time jobs in Riverside that would help with career position

Internship2

Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

- ☐ Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs (1)
- ☐ No, there are not enough local opportunities (2)
- ☐ I don't know yet (3)

Display This Question if College or university student

FindJob

Do you believe you will be able to find a good job in Riverside after you graduate?

- ☐ Yes (1)
- ☐ No, the jobs I want aren't in Riverside (2)
- ☐ I don't want to stay in Riverside (3)

Display This Question if lived in the City of Riverside 6 years or more

Air

Do you agree with this statement? "The air quality in Riverside has improved since I've lived here."

- ☐ Strongly Agree (1)
- ☐ Agree (2)
- ☐ Disagree (3)
- ☐ Strongly Disagree (4)
- ☐ Don't Know (5)

Display This Question if Adult age 65 or older

Retire

Do you strongly agree, agree, disagree, or strongly disagree with the following statements?

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't know (5)

Riverside is a good place to live for those over 65 (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My medical care providers help me deal with aging related concerns (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question if disagree or strongly disagree that Riverside is a good place to live for those over 65

RetireB

What would make Riverside a better place to live for those over 65?

- ☐ Affordability (1)
- ☐ Crime/safety (2)
- ☐ Homeless issue (3)
- ☐ Improve public transportation (4)
- ☐ Other (5) _____

Parks

Now moving on to another topic: About how many times a year do you visit the parks and recreational spaces in the City of Riverside?

- ☐ Never (1)
- ☐ A few times a year (2)
- ☐ About once a month (3)
- ☐ More than one time a month (4)
- ☐ Can't estimate (5)

Display This Question if visit parks and recreational spaces in the city at least a few times a year (or can't estimate)

ParksB

Do the parks and recreational spaces in Riverside meet your needs?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Somewhat (3)

Display This Question if parks and rec spaces in Riverside don't meet needs (or only meet "somewhat")

ParksC

How would you like the parks and recreational spaces to be improved?

- ☐ More activities and facilities (1)
- ☐ Take care of homeless issues (2)

- ☐ Deal with safety issues (3)
- ☐ Cleaner/more restrooms (4)
- ☐ Clean up the parks (5)
- ☐ More parks needed (6)
- ☐ More/better lighting (7)
- ☐ More open spaces (8)
- ☐ Parking problems (9)
- ☐ Other (10) _____

NeedsMet

Do the following aspects of Riverside's shopping and entertainment meet your needs?

	Yes (1)	No (2)	Somewhat (3)	Don't use them (4)	Didn't know Riverside had them (5)
Retail stores in the City (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restaurants in the City (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Places in the City to hear music, dance, and watch live theater (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Festivals and special events in the City (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public libraries in the City (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question if Riverside's retail stores don't meet your needs (or only meet "somewhat")

StoresB

What stores or types of stores would you like to see in Riverside?

Display This Question if Riverside's restaurants don't meet your needs (or only meets "somewhat")

RestaurantsB

What particular restaurant or kind of restaurants would you like?

Display This Question if Places in the City to hear music, dance, and watch live theater don't meet your

needs (or only meets “somewhat”)

MusicB

In what way don't the places to hear music, dance, and watch live theater meet your needs?

Display This Question if Festivals and special events in the City don't meet your needs (or only meet “somewhat”)

FestivalsB

What improvements would you like made to festivals and events?

Display This Question if public libraries in the City don't meet your needs (or only meet “somewhat”)

LibraryB

How would you like public libraries to be improved?

A311Serv

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for residents to request services or make comments by phone or online.

- ☐ Yes (1)
- ☐ No (2)

Display This Question if have used 311

A311ServRate

How would you rate 311?

- ☐ Excellent (1)
- ☐ Good (2)
- ☐ Fair (6)
- ☐ Poor (4)

Destination

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

- ☐ Yes (1)
- ☐ No (2)

Info1

What source(s) of information do you rely on to find out about events and resources in Riverside? (Check all that you use.)

- ☐ A local newspaper (1)
 - ☐ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)
 - ☐ Explore Riverside quarterly newsletter (3)
 - ☐ Utility bill inserts (4)
 - ☐ Friends and family (5)
 - ☐ Social media such as Twitter or Facebook (6)
 - ☐ Local Websites (7)
 - ☐ Community or neighborhood groups (8)
 - ☐ Email from the City or Councilmember (9)
 - ☐ Religious/Faith community (10)
 - ☐ Employer (11)
 - ☐ Radio (12)
 - ☐ Channel 3, government access TV (13)
 - ☐ Never try to find out about things happening (14)
 - ☐ Other (please specify) (15) _____
-

Display This Question if more than 1 source was mentioned:

Carry Forward Selected Choices from "What source(s) of information do you rely on to find out about events and resources in Riverside? (Check all that you use.)"

Info1B

Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

- ☐ A local newspaper (1)
- ☐ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)
- ☐ Explore Riverside quarterly newsletter (3)
- ☐ Utility bill inserts (4)
- ☐ Friends and family (5)
- ☐ Social media such as Twitter or Facebook (6)
- ☐ Local Websites (7)
- ☐ Community or neighborhood groups (8)
- ☐ Email from the City or Councilmember (9)

- ☐ Religious/Faith community (10)
 - ☐ Employer (11)
 - ☐ Radio (12)
 - ☐ Channel 3, government access TV (13)
 - ☐ Never try to find out about things happening (14)
 - ☐ Other (please specify) (15) _____
-

eComments

Have you ever used the City of Riverside's *eComment* feature located on the City's website?

- ☐ Yes (1)
 - ☐ No (2)
 - ☐ Don't recall (3)
-

NeighborName

Now focusing on your neighborhood: Do you know the names of your neighbors who live close to you?

- ☐ All of them (1)
 - ☐ Most of them (2)
 - ☐ Some of them (3)
 - ☐ No, don't know any (4)
 - ☐ Don't have any neighbors close by (5)
 - ☐ Don't Know (6)
-

NeighborOne

Do you have at least one neighbor who would help you if you needed help?

- ☐ Yes (1)
 - ☐ No (2)
 - ☐ I think so but I'm not sure (3)
-

SafeToWalk

Do you feel it is safe to walk in your neighborhood?

- ☐ Yes, it is safe (1)
- ☐ No, it is not safe (2)
- ☐ It is somewhat safe (3)

- ☐ Don't walk outside, but not because of safety (4)

Display This Question if don't feel it is safe (or only somewhat safe) to walk in neighborhood

SafeToWalkB

What is the MAIN reason you feel it is unsafe?

- ☐ Crime (1)
- ☐ Drugs/Gang problem (2)
- ☐ No sidewalks or bad sidewalks (3)
- ☐ Dangerous intersections (4)
- ☐ No lighting or poor lighting (5)
- ☐ Too much traffic (6)
- ☐ Homeless/panhandlers (7)
- ☐ Other (please specify) (8) _____
- ☐ Don't know (9)

Display This Question if Both live AND work in the City of Riverside

WalkSafeWork

Do you feel it is safe to walk near your work location?

- ☐ Yes, it is safe (1)
- ☐ No, it is not safe (2)
- ☐ It is somewhat safe (3)
- ☐ Don't walk outside, but not because of safety (4)

Display This Question if don't feel it is safe (or only somewhat safe) to walk near the work location

WalkSafWorkB

What makes you feel it is unsafe to walk near your work location? Please list the MAIN reason.

- ☐ Crime (1)
- ☐ Drugs/Gang problem (2)
- ☐ No sidewalks or bad sidewalks (3)
- ☐ Dangerous intersections (4)
- ☐ No lighting or poor lighting (5)
- ☐ Too much traffic (6)
- ☐ Homeless/panhandlers (7)
- ☐ Other (please specify) (8) _____
- ☐ Don't know (9)

Howfearful

In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

- ☐ Not at all fearful (1)
 - ☐ Not too fearful (2)
 - ☐ Somewhat fearful, or (3)
 - ☐ Very fearful (4)
 - ☐ Don't Know (5)
-

FinanceYrAgo

In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

- ☐ Better off (1)
 - ☐ Same (2)
 - ☐ Worse off (3)
 - ☐ Don't Know (4)
-

FinanceFuture

Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

- ☐ Better off (1)
 - ☐ Same (2)
 - ☐ Worse off (3)
 - ☐ Don't Know (4)
-

Donate

Do you donate money to Riverside causes or organizations?

- ☐ Yes (1)
 - ☐ No (2)
 - ☐ Donate to causes, but not in Riverside (3)
 - ☐ Don't Know (4)
-

Volunteer

Do you volunteer for Riverside causes or organizations or schools?

- ☐ Yes (1)

- ☐ Usually, but not since the pandemic (4)
- ☐ No (2)
- ☐ Don't Know (3)

Display This Question if volunteer for Riverside causes or organizations or schools (or usually do, but not since the pandemic)

VolunteerHrs

How many hours per month do (or did) you volunteer?

- ☐ 0-8 hours (1)
- ☐ 9-20 hours (2)
- ☐ 21 or more hours (3)
- ☐ Don't know (4)

Confidence

How much confidence do you have that the elected officials in your city or community will adopt policies that will benefit the general community?

- ☐ A great deal of confidence (1)
- ☐ Some confidence (2)
- ☐ Not much confidence (3)
- ☐ No confidence (4)
- ☐ No opinion (5)

Own

The following questions about your background will be used for statistical purposes only.

Do you rent or own your current residence?

- ☐ Rent or lease (1)
- ☐ Own (2)
- ☐ Live in student housing (3)
- ☐ Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.) (4)
- ☐ Other (please specify) (5) _____

HomeZip

What is your home zip code?

▼ 92501 (1) ... Other (9)

Education

What was the last grade of school that you completed?

- ☐ Some high school or less (1)
- ☐ High school degree or equivalent (2)
- ☐ Some college but no degree (3)
- ☐ Associate degree or technical certificate (4)
- ☐ Bachelor's degree (5)
- ☐ Graduate or professional degree (6)
- ☐ Other (please specify) (7) _____
- ☐ Refuse to answer (8)

Age

What is your age?

▼ 18 to 19 years (1) ... 85 years old or older (15)

Children

How many children ages 18 and under do you have living at home?

- ☐ None (1)
- ☐ 1 (2)
- ☐ 2 (3)
- ☐ 3 (4)
- ☐ 4 (5)
- ☐ 5 or more (6)

Employment

Which of the following best describes your employment status? Are you...

- ☐ Working full-time for pay (1)
- ☐ Working less than 30 hours a week for pay (2)
- ☐ Full-time student (3)
- ☐ Full-time homemaker, parent or caregiver (4)
- ☐ Unemployed and looking for work (5)
- ☐ Retired (6)
- ☐ Disabled and not able to work (7)
- ☐ Other (please specify) (8) _____

Display This Question if work full or part time for pay

WorkInRiver

Do you work within the City of Riverside?

- ☐ Yes (1)
- ☐ No (2)

Display This Question if don't work within the City of Riverside

WhyNotRiver

What are the reasons you don't work within the City of Riverside?

Display This Question if work full or part time for pay

NumJobs

Do you have more than one job?

- ☐ Yes (1)
- ☐ No (2)

Display This Question if work full or part time for pay

CommuteMiles

How many miles do you commute to work ONE WAY? Please enter a number. *If you work from home, just enter 0.* _____

Display This Question if work full or part time for pay

CommuteDays

How many days a week do you commute to work?

- ☐ 1 day (1)
- ☐ 2 days (2)
- ☐ 3 days (3)
- ☐ 4 days (4)
- ☐ 5 days (5)
- ☐ 6 days (6)
- ☐ 7 days (7)
- ☐ It varies (please specify) (8) _____
- ☐ Work from home zero commute days (9)

Gender

Are you a male or female?

- ☐ Male (1)
- ☐ Female (2)
- ☐ Non-binary / third gender (3)
- ☐ Prefer not to say (4)

Hispanic

Are you of Hispanic, Latino, or Spanish origin?

- ☐ Yes (1)
- ☐ No (2)

Race

Following are the race categories used in the U.S. Census. How would you describe your race?
(Please choose all that apply)

- ☐ White (1)
- ☐ Black, African American (2)
- ☐ Hispanic/Latino (3)
- ☐ American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided (4) _____
- ☐ Asian Indian (5)
- ☐ Chinese (6)
- ☐ Filipino (7)
- ☐ Japanese (8)
- ☐ Korean (9)
- ☐ Vietnamese (10)
- ☐ Other Asian (11) _____
- ☐ Native Hawaiian (12)
- ☐ Guamanian or Chamorro (13)
- ☐ Samoan (14)
- ☐ Other Pacific Islander (15) _____
- ☐ Some other race (16) _____
- ☐ Prefer not to say (17)

Income

Which of the following categories best describes your total household or family income before taxes, from all sources, for 2021?

- ☐ Less than \$25,000 (1)
 - ☐ \$25,000 to less than \$35,000 (2)
 - ☐ \$35,000 to less than \$50,000 (3)
 - ☐ \$50,000 to less than \$65,000 (4)
 - ☐ \$65,000 to less than \$80,000 (5)
 - ☐ \$80,000 to \$110,000 (6)
 - ☐ Over \$110,000 (7)
 - ☐ Don't know (8)
 - ☐ Prefer not to say (9)
-

Incomepl

How many people contribute to the household income, INCLUDING YOURSELF?

- ☐ Just myself (1) (1)
 - ☐ 2 people (2)
 - ☐ 3 people (3)
 - ☐ 4 people (4)
 - ☐ More than 4 people (5)
-

Hear

Finally, how did you hear about this Riverside Community Quality of Life Survey?

- ☐ A local newspaper (1)
- ☐ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com (2)
- ☐ Riverside quarterly newsletter (3)
- ☐ Utility bill inserts (4)
- ☐ Channel 3, Government Access TV (5)
- ☐ Community or neighborhood group (6)
- ☐ Friends and family (7)
- ☐ Local websites (8)
- ☐ Social media such as Twitter or Facebook (9)
- ☐ Email from the City or Councilmember (10)

- ☐ Religious/Faith community (11)
- ☐ Employer (12)
- ☐ Radio (13)
- ☐ Freeway sign (14)
- ☐ Other (please specify) (15) _____

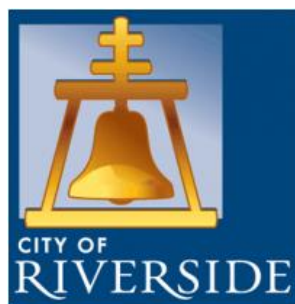
Comments

Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

END

Thank you for your answers. Please click the forward button (>>) at the bottom right to have your answers recorded.

Your answers will inform community groups and City decision makers who champion the strategic vision for a prosperous future for Riverside, California. Community, business and civic leaders work together to creatively tackle local issues, implement solutions, and promote Riverside success stories. We are proudly committed to ensuring Riverside remains a place attractive to dynamic and diverse families, business and visitors. If you are curious about the results, check RiversideSurvey.com late in 2022 for updates...Thank you!



Skip To: End of Survey If Riverside logo Is Displayed

Sorry

Thank you for your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page.

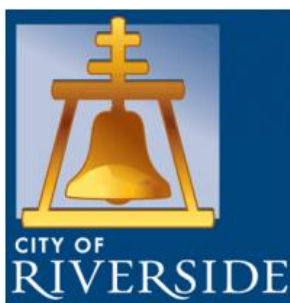
You have started the version for those who LIVE within the City of Riverside. If you do LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose the first option: "Live in the City of Riverside."

If you LIVE and WORK in Riverside, you can also click the back button (<<) on the lower right corner of this page and choose the fourth option: "Both live AND work in the City of Riverside." In this version you will have an opportunity to answer questions for both residents and workers.

If you do NOT live in Riverside and need the version for those who WORK or go to college here only, click the following link to start again.

[Please click here:](#)

Thank you! Your opinions matter!



Skip To: End of Survey If Riverside logo Is Displayed

NoLiveWork

We appreciate your interest in the Riverside Survey. This survey is only for those who LIVE or WORK in Riverside. If you are not a resident, worker, or college student in Riverside, we welcome you to learn more about the City of Riverside at www.Riversideca.gov. If you are curious about the results of this survey, check www.RiversideSurvey.com late in 2022 for updates.

If you LIVE in Riverside, click the back button (<<) on the lower right corner of this page and choose either the first option: "Live in the City of Riverside" or the fourth option: "Both live AND work in the City of Riverside" (which will give you the opportunity to answer questions for both residents and workers).

If you are not a resident but you WORK or go to college in Riverside, click the following link to start again.

[Please click here:](#)

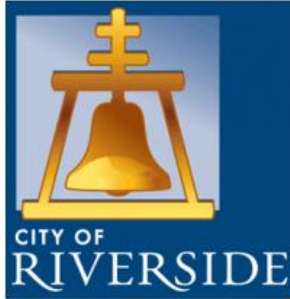
Thank you!

APPENDIX IV

Online Questionnaire for Non-Residents

2022 City of Riverside Quality of Life Survey – Nonresident Workers/College Students

Logo



Welcome

Welcome to the 2022 Riverside Community Quality of Life Survey for those who work or attend college in Riverside. This survey is designed to find out what you think about Riverside's areas of excellence and areas of needed improvement. This survey should take about 5 or 10 minutes to complete. Your answers will help evaluate the quality of life in Riverside. The results will be a "call to action" for Riversiders to make improvements where needed.

Your identity and your responses will remain completely confidential and, of course, you are free to decline to answer any particular survey question.

I acknowledge that I have been informed of, and understand, the true nature and purpose of this study, and I freely consent to participate. Please indicate your desire to participate by selecting "Agree and Continue." Selecting "Disagree" will end the survey.

- ☐ Agree and Continue (1)
- ☐ Disagree (2)

Skip To: End of Survey If Disagree or did NOT click Agree and Continue

LIVEWORK

Your survey answers will be recorded as you go. If you lose your connection or need to complete the survey later, simply go back to www.RiversideSurvey.com from the same computer and start again.

To begin the survey, please select the option that best describes you:

- ☐ Live in the City of Riverside (including college/university students living in Riverside while going to school) (1)
- ☐ Work or go to college / university in the City of Riverside BUT LIVE ELSEWHERE (2)
- ☐ Don't live or work in the City of Riverside (3)

Skip To: Sorry if Live in the City of Riverside (including college/university students living in Riverside while going to school)

Profile

Also, please check the categories that best describe you (choose all that apply):

- ☐ Parent of a child 18 years old or younger (1)
 - ☐ Adult age 65 or older (2)
 - ☐ Adult age 18 - 64 (3)
 - ☐ College or university student (4)
 - ☐ In the first 10 years of my working career (a "young professional") (5)
-

YrsInRiver

How many years have you worked or attended college/university in the City of Riverside?

- ☐ Less than 2 years (1)
 - ☐ 2 to 5 years (2)
 - ☐ 6 to 10 years (3)
 - ☐ 11 to 20 years (4)
 - ☐ More than 20 years (5)
 - ☐ Don't know (6)
-

WhyNotLive

Since you work or attend college/university in Riverside, what are the reasons you don't choose to live here? (Choose all that apply)

- ☐ Can't afford to live in Riverside (1)
 - ☐ Too much crime in the area (2)
 - ☐ Too crowded (3)
 - ☐ Can't afford to move from where I'm living now (4)
 - ☐ I like where I'm living now (5)
 - ☐ The schools seem better where I live now (6)
 - ☐ Just don't like it (7)
 - ☐ Other (please specify) (8) _____
 - ☐ Don't Know (9)
-

WorkBest

In your opinion, what are the BEST things about working/attending college in Riverside? (Choose up to 2)

- ☐ The pay is better here than in other areas (1)

- ☐ There are more jobs than in other areas (2)
- ☐ It's not crowded (3)
- ☐ Less traffic than in Orange or LA County (4)
- ☐ It's a short commute (5)
- ☐ I work for a good company (6)
- ☐ I have a good job (7)
- ☐ My job gives me a good chance for advancement / promotions (8)
- ☐ Availability of amenities (restaurants, entertainment, gyms, etc.) (9)
- ☐ Other (please specify) (10) _____
- ☐ Don't Know (11)

WorkLeast

In your opinion, what do you like LEAST about working/attending college in Riverside?
(Choose up to 2)

- ☐ Smog, air pollution (1)
- ☐ Traffic (2)
- ☐ Poor public transportation (3)
- ☐ Pay is not as good as jobs in other places (4)
- ☐ It's not a good company / job (5)
- ☐ Other employees are not skilled enough (6)
- ☐ Not as much chance for advancement / promotion (7)
- ☐ Long commute (8)
- ☐ Poor amenities in the area (restaurants, entertainment, gyms, etc.) (9)
- ☐ Not enough parking (10)
- ☐ Nothing...I like everything about working in Riverside! (11)
- ☐ Other (please specify) (12) _____
- ☐ Don't know (13)

GoodPlaceTo

For each statement, please indicate if you strongly agree, agree, disagree, or strongly disagree.

RIVERSIDE IS A GOOD PLACE.....

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't Know (5)
To bring visitors (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To find a good job (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To own or operate a business or nonprofit (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be active and healthy (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To raise children (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To enjoy art and culture (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To find an affordable place to live (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To retire (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To start or grow a business (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question if disagree or strongly disagree that Riverside is a good place to start or grow a business

GrowBusB

What would make Riverside a better place to start or grow a business?

Travel

The next few questions deal with travel WITHIN THE CITY of Riverside. ***Besides taking a personal car or motorcycle***, is there any other way you would consider traveling within the city?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (4)

Display This Question if would consider alternative ways to travel within the City.

TravelB

What method of travel would you prefer?

- ☐ Bus (1)
 - ☐ Bicycle (2)
 - ☐ Electric scooter (3)
 - ☐ Electric bicycle (4)
 - ☐ Walk (5)
 - ☐ Uber or Lyft (6)
 - ☐ Other (please specify) (7) _____
-

PublicT

Do you ever use public transportation within the City of Riverside?

- ☐ Yes (1)
 - ☐ No (2)
 - ☐ Don't know (3)
-

Display This Question if don't use public transportation (or don't know)

PublicTB

What are the main reasons you don't use public transportation?

- ☐ Have to wait too long for a bus (1)
- ☐ Too crowded (2)
- ☐ Not convenient to get where I need to go (3)
- ☐ Takes too long to get where I need to go (4)
- ☐ Too expensive to take public transportation (5)
- ☐ Don't like the people who use public transportation (6)
- ☐ Buses don't operate at the times I need to travel (7)
- ☐ I feel unsafe on buses (8)
- ☐ Don't know...I just like taking my personal vehicle (9)
- ☐ Other (please specify) (10) _____

Parking

From your perspective what are the main parking issues in downtown Riverside?

- ☐ I don't drive so I have no idea (1)
- ☐ There are no parking issues that I'm aware of (2)
- ☐ Parking is too expensive (3)

- ☐ There isn't enough "off-street" parking (that is, parking garages or lots) (4)
 - ☐ There isn't enough parking on the street (5)
 - ☐ The affordable parking is too far from where I need to go (6)
 - ☐ Don't know (7)
 - ☐ Other (please specify) (8) _____
-

EV1

Do you or anyone in your household drive an electric vehicle?

- ☐ Yes (1)
 - ☐ No (2)
-

Display This Question if no one in household drives an electric vehicle

EV2

What is the MAIN reason no one in your household drives an electric vehicle?

- ☐ My/our current car already meets my/our needs (1)
- ☐ Price of the vehicle (2)
- ☐ Limited number of miles one can drive before recharging (3)
- ☐ Not enough charging stations available (4)
- ☐ Lack of familiarity with electric vehicles (5)
- ☐ Not enough model choices (6)
- ☐ Cost of maintaining the car in the future (8)
- ☐ Other (please specify) (7) _____

Display This Question if someone in the household drives an electric vehicle

EV3

What is the MAIN reason you or a member of your household choose to drive an electric vehicle?

- ☐ Concern for the environment (1)
- ☐ Save money on gas (2)
- ☐ Less maintenance is required (3)
- ☐ Fun to drive (4)
- ☐ Sales tax waiver (5)
- ☐ Use of the carpool lane for free (6)
- ☐ Don't want to depend on other countries for oil (7)
- ☐ Other (please specify) (8) _____

Riverside

On other topics....do you strongly agree, agree, disagree, or strongly disagree with the following statements?

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Don't know (5)
"Riverside is an attractive place" (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside is a place where I can realize the goals I have for my future" (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"There are good K-12 schools in Riverside" (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"There are good colleges/ universities/ trade schools in Riverside" (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I am proud to work in Riverside" (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside" (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside's tap water is safe to drink" (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside's workforce is properly trained and educated" (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside leaders make decisions based on inclusive community involvement and engagement " (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Riverside is a place where diversity is supported and valued" (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question if College or university student

College1

Do you think Riverside is a good place for college students?

- ☐ Yes (1)
- ☐ No (2)

Display This Question if College or university student

College2

What would make Riverside a better place for college students?

- ☐ Affordability of living (1)
- ☐ Crime and safety/homeless problem (2)
- ☐ More entertainment and shopping (3)
- ☐ Other (please specify) (4) _____

Display This Question if College or university student

Internship1

Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

- ☐ Yes (1)
- ☐ No (2)
- ☐ I have no interest in internships (3)
- ☐ Not yet, but I plan to (4)

Display This Question if sought or applied (or intend to seek or apply) for internships or part-time jobs in Riverside that would help with career position

Internship2

Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

- ☐ Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs (1)
- ☐ No, there are not enough local opportunities (2)
- ☐ I don't know yet (3)

Display This Question if College or university student

FindJob

Do you believe you will be able to find a good job in Riverside after you graduate?

- ☐ Yes (1)
- ☐ No, the jobs I want aren't in Riverside (2)
- ☐ I don't want to stay in Riverside (3)

Display This Question if worked or attended college/university in the City of Riverside 6 years or more

Air

Do you agree with this statement? "The air quality in Riverside has improved since I've been here."

- ☐ Strongly Agree (1)
- ☐ Agree (2)
- ☐ Disagree (3)
- ☐ Strongly Disagree (4)
- ☐ Don't Know (5)

NeedsMet

Do the following aspects of Riverside meet your needs?

	Yes (1)	No (2)	Somewhat (3)	Don't use them (4)	Didn't know Riverside had them (5)
Retail stores in the City (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restaurants in the City (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Places in the City to hear music, dance, and watch live theater (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Festivals and special events in the City (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The public libraries in the City (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business training and support services in the City (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question if Riverside's retail stores don't meet your needs (or only meet "somewhat")

StoresB

What stores or types of stores would you like to see in Riverside?

Display This Question if Riverside's restaurants don't meet your needs (or only meets "somewhat")

RestaurantsB

What particular restaurant or kind of restaurants would you like?

Display This Question if Places in the City to hear music, dance, and watch live theater don't meet your needs (or only meets "somewhat")

MusicB

In what way don't the places to hear music, dance, and watch live theater meet your needs?

Display This Question if Festivals and special events in the City don't meet your needs (or only meet "somewhat")

FestivalsB

What improvements would you like made to festivals and events?

Display This Question if public libraries in the City don't meet your needs (or only meet "somewhat")

LibraryB

How would you like public libraries to be improved?

Display This Question if business training and support services in the city don't meet your needs (or only meet "somewhat")

Trained3

What improvements do you want in the City's business training and support services?

A311Serv

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for the public to request services or make comments by phone or online.

- ☐ Yes (1)
- ☐ No (2)

Display This Question if have used 311

A311ServRate

How would you rate 311?

- ☐ Excellent (1)
- ☐ Good (2)
- ☐ Fair (3)

☐ Poor (4)

Destination

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

☐ Yes (1)

☐ No (2)

Info1

What sources of information do you rely on to find out about events and resources in Riverside?
(Choose all that apply)

☐ A local newspaper (1)

☐ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)

☐ Explore Riverside quarterly newsletter (3)

☐ Utility bill inserts (4)

☐ Friends and family (5)

☐ Social media such as Twitter or Facebook (6)

☐ Local Websites (7)

☐ Community or neighborhood groups (8)

☐ Email from the City or Councilmember (9)

☐ Religious/Faith community (10)

☐ Employer (11)

☐ Radio (12)

☐ Channel 3, government access TV (13)

☐ Never try to find out about things happening (14)

☐ Other (please specify) (15) _____

Display This Question if more than 1 source was mentioned:

Carry Forward Selected Choices from "What source(s) of information do you rely on to find out about events and resources in Riverside? (Check all that you use.)"

Info1B

Which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

☐ A local newspaper (1)

☐ On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com (2)

☐ Explore Riverside quarterly newsletter (3)

- ☐ Utility bill inserts (4)
- ☐ Friends and family (5)
- ☐ Social media such as Twitter or Facebook (6)
- ☐ Local Websites (7)
- ☐ Community or neighborhood groups (8)
- ☐ Email from the City or Councilmember (9)
- ☐ Religious/Faith community (10)
- ☐ Employer (11)
- ☐ Radio (12)
- ☐ Channel 3, government access TV (13)
- ☐ Never try to find out about things happening (14)
- ☐ Other (please specify) (15) _____

WalkSafeWork

Do you feel it is safe to walk near your work location?

- ☐ Yes, it is safe (1)
- ☐ No, it is not safe (2)
- ☐ It is somewhat safe (3)
- ☐ Don't walk outside, but not because of safety (4)

Display This Question if don't feel it is safe (or only somewhat safe) to walk near the work location

WalkSafWorkB

What makes you feel it is unsafe? Please list the MAIN reason.

- ☐ Crime (1)
- ☐ Drugs/Gang problem (2)
- ☐ No sidewalks or bad sidewalks (3)
- ☐ Dangerous intersections (4)
- ☐ No lighting or poor lighting (5)
- ☐ Too much traffic (6)
- ☐ Homeless/panhandlers (7)
- ☐ Other (please specify) (8) _____
- ☐ Don't know (9)

Howfearful

In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

- ☐ Not at all fearful (1)
 - ☐ Not too fearful (2)
 - ☐ Somewhat fearful, or (3)
 - ☐ Very fearful (4)
 - ☐ Don't Know (5)
-

FinanceYrAgo

In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

- ☐ Better off (1)
 - ☐ Same (2)
 - ☐ Worse off (3)
 - ☐ Don't Know (4)
-

FinanceFuture

Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

- ☐ Better off (1)
 - ☐ Same (2)
 - ☐ Worse off (3)
 - ☐ Don't Know (4)
-

Donate

Do you donate money to Riverside causes or organizations?

- ☐ Yes (1)
 - ☐ No (2)
 - ☐ Donate to causes, but not in Riverside (3)
 - ☐ Don't Know (4)
-

Volunteer

Do you volunteer for Riverside causes or organizations or schools?

- ☐ Yes (1)

- ☐ Usually, but not since the pandemic (4)
- ☐ No (2)
- ☐ Don't Know (3)

Display This Question if volunteer for Riverside causes or organizations or schools

VolunteerHrs

How many hours per month do (or did) you volunteer?

- ☐ 0-8 hours (1)
- ☐ 9-20 hours (2)
- ☐ 21 or more hours (3)
- ☐ Don't know (4)

Background

The following questions about your background will be used for statistical purposes only.

HomeZip

What is your home zip code? _____

WorkZip

What is your work zip code?

▼ 92501 (1) ... 92508 (8)

Education

What was the last grade of school that you completed?

- ☐ Some high school or less (1)
- ☐ High school degree or equivalent (2)
- ☐ Some college but no degree (3)
- ☐ Associate degree or technical certificate (4)
- ☐ Bachelor's degree (5)
- ☐ Graduate or professional degree (6)
- ☐ Other (please specify) (7) _____
- ☐ Refuse to answer (8)

Age

What is your age?

▼ 18 to 19 years (1) ... 85 years old or older (15)

Children

How many children ages 18 and under do you have living at home?

- ☐ None (1)
- ☐ 1 (2)
- ☐ 2 (3)
- ☐ 3 (4)
- ☐ 4 (5)
- ☐ 5 or more (6)

Employment

Which of the following best describes your employment status? Are you...

- ☐ Working full-time for pay (1)
- ☐ Working less than 30 hours a week for pay (2)
- ☐ Full-time student (3)
- ☐ Other (please specify) (4) _____

Display This Question if work full or part time for pay:

NumJobs

Are you working more than one job?

- ☐ Yes (1)
- ☐ No (2)

Gender

Are you a male or female?

- ☐ Male (1)
- ☐ Female (2)
- ☐ Non-binary / third gender (3)
- ☐ Prefer not to say (4)

Hispanic

you of Hispanic, Latino, or Spanish origin?

- ☐ Yes (1)
- ☐ No (2)

Race

Following are the race categories used in the U.S. Census. How would you describe your race?
(Choose all that apply.)

- ☐ White (1)
- ☐ Black, African American (2)
- ☐ Hispanic/Latino (3)
- ☐ American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided (4) _____
- ☐ Asian Indian (5)
- ☐ Chinese (6)
- ☐ Filipino (7)
- ☐ Japanese (8)
- ☐ Korean (9)
- ☐ Vietnamese (10)
- ☐ Other Asian (11) _____
- ☐ Native Hawaiian (12)
- ☐ Guamanian or Chamorro (13)
- ☐ Samoan (14)
- ☐ Other Pacific Islander (15) _____
- ☐ Some other race (16) _____
- ☐ Prefer not to say (17)

Income

Which of the following categories best describes your total household or family income before taxes, from all sources, for 2021?

- ☐ Less than \$25,000 (1)
- ☐ \$25,000 to less than \$35,000 (2)
- ☐ \$35,000 to less than \$50,000 (3)
- ☐ \$50,000 to less than \$65,000 (4)
- ☐ \$65,000 to less than \$80,000 (5)
- ☐ \$80,000 to \$110,000 (6)
- ☐ Over \$110,000 (7)

- ☐ Don't know (8)
- ☐ Prefer not to say (9)

Income

How many people contribute to the household income, INCLUDING YOURSELF? Please enter a number.

- ☐ Just myself (1)
- ☐ 2 people (2)
- ☐ 3 people (3)
- ☐ 4 people (4)
- ☐ More than 4 people (5)

Hear

Finally, how did you hear about this Riverside Community Quality of Life Survey?

- ☐ A local newspaper (1)
- ☐ On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com (2)
- ☐ Explore Riverside quarterly newsletter (3)
- ☐ Utility bill inserts (4)
- ☐ Channel 3, Government Access TV (5)
- ☐ Community or neighborhood group (6)
- ☐ Friends and family (7)
- ☐ Local websites (8)
- ☐ Social media such as Twitter or Facebook (9)
- ☐ Email from the city or Councilmember (10)
- ☐ Religious/Faith community (11)
- ☐ Employer (12)
- ☐ Radio (13)
- ☐ Freeway sign (14)
- ☐ Other (please specify) (15) _____
- ☐ Don't remember (16)

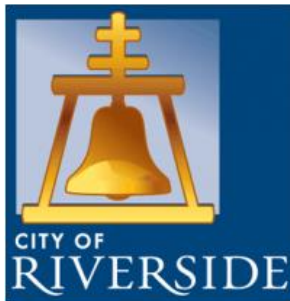
Comments

Is there anything else you'd like to tell Riverside community leaders about the quality of life in Riverside?

END

Thank you for your answers. Please click the "forward" button (>>) on the bottom right of the page to have your answers recorded.

Your answers will inform community groups and City decision makers who champion the strategic vision for a prosperous future for Riverside, California. Community, business and civic leaders work together to creatively tackle local issues, implement solutions, and promote Riverside success stories. We are proudly committed to ensuring Riverside remains a place attractive to dynamic and diverse families, business and visitors. If you are curious about the results, check RiversideSurvey.com late in 2022 for updates...Thank you!



Skip To: End of Survey If Riverside logo Is Displayed

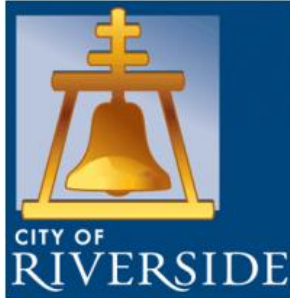
Sorry

Thank you for your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page.

You have started the version for those who WORK within the City of Riverside. If you do WORK in Riverside, click the back button (<<) on the lower right corner of this page and choose the second option: "Work or go to college/university in the City of Riverside but live elsewhere". If you LIVE in Riverside, click [here](#) to complete the survey.

When you get to the next page, choose the first option: "Live in the City of Riverside." In this version you will have an opportunity to answer questions for both residents and workers. If you are not a resident but you WORK or go to college in Riverside, click the back button (<<) on the lower right corner of this page to continue.

Thank you! Your opinions matter!



Skip To: End of Survey If Riverside logo Is Displayed

We appreciate your interest in the Riverside Survey. You might have reached this screen in error. Let us help you to the right page.

This survey is only for those who LIVE or WORK in Riverside. If you are not a resident, worker, or college student in Riverside, we welcome you to learn more about the City of Riverside at www.Riversideca.gov. If you are curious about the results of this survey, check www.RiversideSurvey.com late in 2022 for updates.

If you LIVE in Riverside, click [here](#) to complete the survey.

If you are not a resident but you WORK or go to college in Riverside, click the back button (<<) on the lower right corner of this page and choose the second option: "Work or go to college/university in the City of Riverside but live elsewhere".

APPENDIX V

Data Display: Telephone Survey

2022 Riverside Community Quality of Life Survey
Data Display, Weighted Frequency Distributions, Phone Survey

Following are frequency tables for the telephone version of the 2022 Riverside Community Quality of Life Survey, the only version which is statistically valid and representative of the population in the City of Riverside. A few comments about this data display are in order:

- The “simple” frequency tables below, produced by SPSS 28.0 (Statistical Package for the Social Sciences) are arranged showing 2 columns of numbers.
 - **Count** – the *weighted* number of respondents providing a particular response.
 - **Column N %** – the weighted percentage of people providing a particular response, calculated as the count divided by the number of people who responded to the question.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as: “How would you like the parks and recreational spaces to be improved?”). The tables for those multiple response questions show three columns of numbers:
 - **Responses** – The *weighted* number of respondents providing a particular response
 - **Column Responses %** – the weighted percentage based on the *total number of responses* in a category. This is calculated as the number of weighted responses divided by the total number of responses to the question (the bottom of the “Responses” column). This column will sum to 100%.
 - **Column Response % (Base: Count)** – the weighted percentage of *people who responded* with a particular answer. This is calculated as the number of weighted responses divided by the total number of people who chose to respond to the question with one or more answers (specified in the note below the table). This column typically does NOT sum to 100% since multiple responses are typically offered by each person.

<p>NOTE: All responses to open-ended questions and all “other” comments have been provided to the City in an Excel file.</p>

What is your home zip code?

	Count	Column N %
92501	46	9.2%
92502	2	0.4%
92503	116	23.2%
92504	86	17.2%
92505	70	14.0%
92506	85	17.0%
92507	93	18.6%
92508	2	0.4%
Total	500	100.0%

How many years have you lived in the City of Riverside? (Round-up)

	Count	Column N %
Less than 2 years	26	5.2%
2 to 5 years	106	21.3%
6 to 10 years	76	15.2%
11 to 20 years	113	22.7%
More than 20 years	177	35.6%
Total	497	100.0%

What is the MAIN reason you choose to live in the City of Riverside?

	Count	Column N %
Close to work/job here	69	14.0%
Close to family	94	19.1%
Affordable	108	21.8%
Lived here my whole life	74	14.9%
Can't afford to move	8	1.5%
No choice -- live with family/parents in Riverside	26	5.2%
Attending school here	21	4.3%
I like the schools for my kids	2	0.4%
It's "my kind of place"/I like it/I chose it	38	7.7%
Feel safe	7	1.4%
Just came and now I'm used to it	6	1.2%
Good area, location	10	2.1%
Good climate, weather	2	0.5%
Community, neighborhood	5	1.1%
Moved since my partner lives here	6	1.2%
Not crowded	2	0.4%
Other	16	3.1%
Total	495	100.0%

What is the BEST thing about living in Riverside?

	Count	Column N %
Good area, location	100	21.3%
Nice parks/outdoor space/natural scenery	40	8.6%
Affordable housing	29	6.2%
Good climate, weather	22	4.8%
Not crowded	19	4.0%
Good schools/universities	6	1.3%
Less crime, feel safe	10	2.0%
Job availability	7	1.5%
Friendly people	11	2.4%
Family and friends live here	25	5.3%
Close to work	8	1.6%
Faith/religious community/congregation	6	1.3%
Good entertainment/arts/culture	21	4.6%
Active community	28	6.0%
I like being involved	1	0.2%
Small town atmosphere/feeling	33	7.1%
Convenience to stores, retail, restaurants	37	8.0%
Good public transportation	3	0.6%
Cost of living	4	0.8%
Rural area with livestock	1	0.2%
Less traffic and congestion than other areas	3	0.7%
Quiet/peaceful place	8	1.6%
Good quality of life, I like it here	5	1.2%
Good community	3	0.7%
History of Riverside	5	1.1%
Diversity	0	0.0%
Clean city	3	0.6%
A lot of resources, Riverside has EVERYTHING	6	1.2%
Other	10	2.2%
NOTHING	13	2.8%
Total	469	100.0%

What do you like LEAST about living in Riverside?

	Count	Column N %
Smog, air pollution	8	1.7%
Traffic/freeways	79	16.5%
Poor public transportation	6	1.3%
Drugs	6	1.2%
Crime, violence	27	5.6%
Gang activity	3	0.6%
Bad location	3	0.6%
Lack of entertainment, arts, culture	16	3.2%
Overpopulated	9	1.9%
Bad school system	3	0.7%
Cost of living, too expensive to live here	43	8.9%
Lack of job opportunity	2	0.3%
Weather, fires, floods, earthquakes	33	6.8%
The attitude of law enforcement or immigration officers	1	0.2%
Intolerance	0	0.0%
Isolation (don't feel "connected")	4	0.8%
Homelessness	142	29.4%
Not enough open space	0	0.0%
Immigration issues	1	0.2%
Lack of restaurants, stores (inc. high end)	9	1.8%
Streets need repair, potholes	3	0.6%
Dirty city, maintenance of local areas	7	1.5%
Lack of diversity	1	0.3%
Government rules, regulations, corruption	5	1.0%
Other	35	7.2%
NOTHING	29	6.0%
Total	482	100.0%

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements: Riverside is a good place....

		Strongly agree	Agree	Disagree	Strongly disagree	Total
To bring visitors	Count	87	317	66	11	481
	Row N %	18.2%	65.9%	13.7%	2.3%	100.0%
To find a good job	Count	59	253	89	25	426
	Row N %	13.8%	59.5%	20.9%	5.8%	100.0%
To own or operate a business or nonprofit	Count	54	244	52	23	373
	Row N %	14.5%	65.4%	14.1%	6.1%	100.0%
To be active and healthy	Count	104	346	29	10	489
	Row N %	21.3%	70.8%	5.9%	2.0%	100.0%
To raise children	Count	102	280	60	18	459
	Row N %	22.2%	60.9%	13.1%	3.8%	100.0%
To enjoy art and culture	Count	119	270	69	10	468
	Row N %	25.5%	57.8%	14.7%	2.1%	100.0%
To find an affordable place to live	Count	49	206	153	70	478
	Row N %	10.2%	43.1%	32.0%	14.6%	100.0%
To retire	Count	59	232	125	38	454
	Row N %	13.0%	51.2%	27.4%	8.4%	100.0%

How would you rate the availability of healthy places to eat and shop for groceries in your neighborhood?

	Count	Column N %
Excellent	141	28.2%
Good	194	39.0%
Fair	123	24.7%
Poor	41	8.2%
Total	499	100.0%

How would you rate the availability of places to exercise and be active in your neighborhood?

	Count	Column N %
Excellent	159	32.6%
Good	205	42.2%
Fair	99	20.4%
Poor	24	4.9%
Total	487	100.0%

Suppose you wanted to travel within the city of Riverside. Besides taking a personal car or motorcycle, is there any other way you would consider travelling within the city?

	Count	Column N %
Yes	282	57.1%
No	212	42.9%
Total	493	100.0%

What other method of travel within the city do you prefer?

	Count	Column N %
Bus	124	43.9%
Bicycle	57	20.1%
Electric scooter	3	1.0%
Electric bicycle	1	0.3%
Walking	32	11.2%
Uber or Lyft	39	14.0%
Other	3	1.2%
Train/Metrolink/Amtrak	18	6.5%
RTA	2	0.7%
Senior transport/Riverside Connect	3	1.0%
Total	282	100.0%

During the pandemic, the City of Riverside provided resources such as business assistance, rent assistance, permit extensions, vaccination and testing sites, etc. Were you aware of any of these initiatives designed to meet the needs of City residents during this difficult time?

	Count	Column N %
Yes	399	80.5%
No	96	19.5%
Total	495	100.0%

ANSWERED ONLY IF AWARE OF INITIATIVES: In your opinion, did the City do well responding to pandemic issues?

	Count	Column N %
The City did very well responding	172	43.5%
Somewhat well	188	47.7%
Overall the City did NOT do well responding	20	5.1%
Uncertain—didn't take advantage of the resources	15	3.7%
Total	395	100.0%

How much trust and confidence do you have in Riverside City government when it comes to handling local problems? Would you say a great deal, a fair amount, not very much, or none at all?		
	Count	Column N %
A great deal	46	9.9%
A fair amount	261	55.8%
Not very much	113	24.2%
None at all	47	10.1%
Total	467	100.0%

Please tell me if you have participated in any of the following Riverside activities in the last 12 months:

		Yes	No	Total
Attended an in-person meeting of local elected officials or boards	Count	51	448	499
	Row N %	10.2%	89.8%	100.0%
Attended a ZOOM meeting of local elected officials or boards	Count	74	425	499
	Row N %	14.8%	85.2%	100.0%
Visited the City of Riverside website or a City online service	Count	343	155	498
	Row N %	68.9%	31.1%	100.0%
Visited a library or community center	Count	257	239	496
	Row N %	51.8%	48.2%	100.0%
Participated in a recent local election	Count	330	162	492
	Row N %	67.2%	32.8%	100.0%

Please tell me if you strongly agree, agree, disagree, or strongly disagree with these statements:

		Strongly agree	Agree	Disagree	Strongly disagree	Total
"Riverside is an attractive place" (e.g., beautiful surroundings)	Count	106	314	62	7	489
	Row N %	21.6%	64.2%	12.7%	1.4%	100.0%
"I feel a sense of belonging to my community"	Count	82	299	84	18	483
	Row N %	17.1%	62.0%	17.3%	3.6%	100.0%
"Riverside is a place where I can realize the goals I have for my future"	Count	74	277	96	23	470
	Row N %	15.8%	58.8%	20.4%	5.0%	100.0%
"There are good schools in my neighborhood"	Count	83	265	51	33	433
	Row N %	19.1%	61.3%	11.9%	7.7%	100.0%
"Riverside is a good place for young people to go to college or trade school"	Count	118	317	20	9	464
	Row N %	25.5%	68.4%	4.3%	1.9%	100.0%
"I am proud to live in Riverside."	Count	129	300	44	12	485
	Row N %	26.6%	61.9%	9.1%	2.4%	100.0%
"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside."	Count	23	93	183	162	461
	Row N %	5.0%	20.2%	39.7%	35.2%	100.0%
"Riverside's tap water is safe to drink"	Count	51	209	108	51	419
	Row N %	12.1%	49.8%	25.9%	12.2%	100.0%
"The air quality in Riverside has improved since I've lived here."	Count	40	157	100	33	330
	Row N %	12.2%	47.6%	30.2%	10.0%	100.0%
"The public libraries in Riverside meet my needs"	Count	97	262	26	10	395
	Row N %	24.6%	66.2%	6.6%	2.6%	100.0%
"Riverside leaders make decisions based on inclusive community involvement and engagement."	Count	23	227	92	30	372
	Row N %	6.2%	61.1%	24.7%	8.1%	100.0%
"Riverside is a place where diversity is supported and valued."	Count	74	326	47	15	462
	Row N %	16.1%	70.6%	10.2%	3.2%	100.0%
"Riverside provides quality services to its residents."	Count	55	332	63	10	460
	Row N %	11.9%	72.2%	13.6%	2.3%	100.0%

**About how many times a year do you visit the parks
and recreational spaces in the City of Riverside?**

	Count	Column N %
Never	46	9.3%
A few times a year	156	31.7%
About once a month	87	17.7%
More than once a month	203	41.3%
Total	493	100.0%

**ANSWERED BY THOSE WHO VISIT
PARKS/REC SPACES AT LEAST A FEW
TIMES A YEAR: Do the parks and recreational
spaces in Riverside meet your needs?**

	Count	Column N %
Yes	295	66.4%
No	23	5.2%
Somewhat	126	28.5%
Total	444	100.0%

**ANSWERED IF PARKS/REC SPACES DO NOT MEET NEEDS (OR ONLY
"SOMEWHAT" MEET NEEDS): How would you like the parks and recreational
spaces to be improved?**

	Responses	Column Responses %	Column Response % (Base: Count)
More activities and facilities	26	10.5%	19.5%
Take care of homeless issues	57	22.6%	41.9%
Deal with safety issues	30	12.1%	22.4%
Cleaner/more restrooms	38	15.3%	28.3%
Clean up the parks	41	16.2%	30.0%
More parks needed	11	4.6%	8.5%
More/better lighting	6	2.3%	4.3%
More open spaces	2	1.0%	1.8%
Parking problems	3	1.2%	2.2%
More trees, shade, cabanas	9	3.7%	6.9%
Parks for disabled community	2	1.0%	1.8%
Longer hours	4	1.5%	2.8%
Parks need to be patrolled and monitored	2	0.7%	1.2%
More dog and senior type parks	2	1.0%	1.8%
Other	16	6.4%	11.9%
Total	251	100.0%	185.4%

NOTE: 135 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Do the retail stores in Riverside meet your needs?

	Count	Column N %
Yes	366	73.6%
No	46	9.2%
Somewhat	75	15.2%
Don't use / don't do the shopping in my household	10	2.1%
Total	498	100.0%

Do the restaurants in the City meet your needs?

	Count	Column N %
Yes	376	75.4%
No	49	9.7%
Somewhat	64	12.8%
Don't use, don't go to restaurants	10	2.1%
Total	498	100.0%

Do the places to hear music, dance, and watch live theater in the city meet your needs?

	Count	Column N %
Yes	235	49.5%
No	66	13.9%
Somewhat	71	14.9%
Don't use, don't go to clubs	82	17.3%
Didn't know there were places to hear music and dance in Riverside	21	4.4%
Total	475	100.0%

Do the festivals and special events in Riverside meet your needs?

	Count	Column N %
Yes	300	61.3%
No	48	9.8%
Somewhat	53	10.8%
Don't use, don't go to festivals or special events	72	14.8%
Didn't know there were festivals/special events	16	3.3%
Total	490	100.0%

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for residents to request services or make comments by phone or online.

	Count	Column N %
Yes	196	39.7%
No	298	60.3%
Total	494	100.0%

ANSWERED ONLY IF PERSON HAS USED 311: How would you rate 311?

	Count	Column N %
Excellent	65	33.9%
Good	70	36.6%
Fair	44	23.0%
Poor	12	6.5%
Total	192	100.0%

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

	Count	Column N %
Yes	464	93.0%
No	35	7.0%
Total	499	100.0%

Do you know the names of your neighbors who live close to you?

	Count	Column N %
All of them	71	14.3%
Most of them	133	26.9%
Some of them	208	42.1%
No, don't know any	82	16.6%
Don't have any neighbors close by	1	0.2%
Total	495	100.0%

Do you feel it is safe to walk in your neighborhood?

	Count	Column N %
Yes safe	303	61.4%
Not safe	44	9.0%
Somewhat safe	146	29.6%
Total	492	100.0%

**ANSWERED ONLY IF PERSON FEELS IT IS SOMEWHAT OR NOT SAFE:
What is the MAIN reason you feel it is unsafe?**

	Count	Column N %
Crime/people who might harm me	60	31.9%
Drug/gang problem	22	11.7%
No sidewalks or bad sidewalks	2	0.9%
Dangerous intersections / people driving too fast	10	5.6%
Homeless	74	39.0%
Not enough police / bad response time	3	1.5%
No lighting / poor lighting or too dark	7	3.8%
Dogs, wild animals	3	1.8%
Something else	7	3.9%
Total	189	100.0%

**In general, how fearful are you that you will be
the victim of a serious crime, such as a violent
or costly crime, in Riverside?**

	Count	Column N %
Not at all fearful	124	25.0%
Not too fearful	177	35.7%
Somewhat fearful	156	31.4%
Very fearful	39	7.9%
Total	497	100.0%

**In comparison to a year ago, would you say
that you and your family are financially better
off, about the same, or worse off?**

	Count	Column N %
Better off	130	26.3%
Same	253	51.2%
Worse off	111	22.5%
Total	494	100.0%

**Now looking ahead, do you think that a year
from now you and your family will be better off,
about the same, or worse off than you are now?**

	Count	Column N %
Better off	251	53.2%
Same	170	36.1%
Worse off	50	10.7%
Total	471	100.0%

Do you donate money to Riverside causes or organizations?

	Count	Column N %
Yes	254	51.7%
No	214	43.6%
Donate to causes, but not in Riverside	23	4.7%
Total	491	100.0%

Do you volunteer for Riverside causes or organizations or schools?

	Count	Column N %
Yes	145	29.1%
Usually, but not since the pandemic	20	4.1%
No	334	66.8%
Total	500	100.0%

ANSWERED ONLY BY THOSE WHO VOLUNTEER: How many hours per month do you volunteer?

	Mean	Median	Mode
How many hours per month you volunteer?	11.90	6	2

What source(s) of information do you rely on to find out about events and resources in Riverside? Check all that you use.

	Responses	Column Responses %	Column Response % (Base: Count)
A local newspaper	63	9.5%	13.9%
On-line community calendar at RiversideCA.gov or ExploreRiverside.com	80	12.0%	17.5%
Explore Riverside quarterly newsletter	23	3.4%	4.9%
Utility bill inserts	13	1.9%	2.8%
Friends and family	69	10.3%	15.1%
Social media (Twitter, Facebook)	182	27.4%	40.0%
Local websites	123	18.5%	27.1%
Community or neighborhood groups	18	2.7%	3.9%
E-mail from the city or councilmember	26	3.9%	5.7%
Riverside 311	4	0.6%	0.8%
Google search	10	1.5%	2.2%
Radio	3	0.5%	0.7%
TV	14	2.1%	3.1%
School	5	0.8%	1.2%
Religious/Faith community	1	0.1%	0.2%
Employer	1	0.1%	0.2%
Flyers, banners, signs	7	1.0%	1.5%
Mailers	8	1.3%	1.8%
Other	16	2.4%	3.5%
Total	666	100.0%	146.2%

NOTE: 455 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Do you rent or own your current residence?

	Count	Column N %
Rent	212	45.2%
Own	257	54.8%
Total	469	100.0%

What was the last grade of school that you completed?

	Count	Column N %
Some high school or less	30	6.2%
High school degree or equivalent	87	17.8%
Some college but no degree	117	23.9%
Associate degree or technical certificate	62	12.6%
Bachelor's degree	112	22.8%
Graduate or professional degree	82	16.7%
Total	491	100.0%

Which of the following best describes your employment status?

	Count	Column N %
Working full-time for pay	275	55.8%
Working less than 30 hours a week for pay	42	8.6%
Full-time student	24	4.9%
Full-time homemaker, parent or caregiver	25	5.1%
Unemployed and looking for work	12	2.5%
Retired	97	19.7%
Disabled and not able to work	16	3.3%
Total	492	100.0%

**ANSWERED BY THOSE WHO WORK FULL OR PART
TIME FOR PAY: Do you have more than one job?**

	Count	Column N %
Yes	63	20.4%
No	245	79.6%
Total	308	100.0%

**ANSWERED BY THOSE WHO WORK FULL OR PART
TIME FOR PAY: Do you work within the City of
Riverside?**

	Count	Column N %
Yes	158	54.3%
No	133	45.7%
Total	291	100.0%

How many miles do you commute to work ONE way?

	Mean	Median	Mode
How many miles do you commute to work ONE WAY?	20.56	12.94	15.00

**ANSWERED BY THOSE WHO WORK FULL OR PART TIME FOR PAY:
How many days a week do you commute to work?**

	Count	Column N %
1 day	7	2.7%
2 days	6	2.6%
3 days	15	6.0%
4 days	34	14.1%
5 days	153	62.8%
6 days	14	5.7%
7 days	11	4.6%
Other (specify...for example, enter a range)	4	1.5%
Total	244	100.0%

What is your age?

	Count	Column N %
18 to 19 years old	16	3.3%
20 - 24	51	10.6%
25 - 29	4	0.8%
30 - 34	43	8.9%
35 - 39	66	13.7%
40 - 44	54	11.2%
45 - 49	41	8.5%
50 - 54	49	10.2%
55 - 59	34	7.1%
60 - 64	15	3.1%
65 - 69	33	6.8%
70 - 74	28	5.8%
75 - 79	29	6.0%
80 - 84	16	3.3%
85 years old or older	3	0.6%
Total	482	100.0%

**How many children ages 18 and under do
you have living at home?**

	Count	Column N %
1	83	44.1%
2	66	35.1%
3	31	16.5%
4	6	3.2%
5	2	1.1%
Total	188	100.0%

**Are you of Hispanic, Latino, or
Spanish origin?**

	Count	Column N %
Yes	192	39.0%
No	300	61.0%
Total	492	100.0%

**Following are the race categories used in the U.S. Census. How would you
describe your race? (Please choose all that apply)**

	Responses	Column Responses %	Column Response % (Base: Count)
White	255	50.3%	53.9%
Black, African American	40	7.9%	8.5%
Hispanic/Latino ONLY	150	29.6%	31.7%
American Indian or Alaska Native	21	4.1%	4.4%
Asian Indian	8	1.6%	1.7%
Chinese	1	0.2%	0.2%
Filipino	5	1.0%	1.1%
Japanese	1	0.2%	0.2%
Korean	1	0.2%	0.2%
Vietnamese	0	0.0%	0.0%
Other Asian	18	3.6%	3.8%
Native Hawaiian	0	0.0%	0.0%
Guamanian or Chamorro	0	0.0%	0.0%
Samoan	0	0.0%	0.0%
Other Pacific Islander	1	0.2%	0.2%
Some other race	6	1.2%	1.3%
Total	507	100.0%	107.2%

NOTE: 473 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Which of the following categories best describes your total household or family income before taxes, from all sources, for 2021?

	Count	Column N %
Less than \$25,000	54	13.0%
\$25,000 to less than \$35,000	46	11.1%
\$35,000 to less than \$50,000	44	10.6%
\$50,000 to less than \$65,000	41	9.9%
\$65,000 to less than \$80,000	52	12.5%
\$80,000 to \$110,000	52	12.5%
Over \$110,000	127	30.5%
Total	416	100.0%

How many people contribute to the household income, INCLUDING YOURSELF?

	Count	Column N %
Just myself (1)	189	40.9%
Two (2) people	221	47.8%
Three (3) people	34	7.4%
Four (4) people	11	2.4%
Five (5) or more people	7	1.5%
Total	462	100.0%

Are you a male or female?

	Count	Column N %
Male	240	48.5%
Female	255	51.5%
Total	495	100.0%

APPENDIX VI

Data Display:

Online Survey for those who

Live (and Perhaps Work) in Riverside

2022 Riverside Community Quality of Life Survey

Data Display, Online Survey for those who live (and perhaps work) in Riverside

Following are frequency tables for the online version of the 2022 Riverside Community Quality of Life Survey for those who live (and perhaps work) in Riverside. A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). **The reader is encouraged to view the results of the statistically valid telephone survey in Appendix V.**
- The “simple” frequency tables below, produced by SPSS 28.0 (Statistical Package for the Social Sciences) are arranged showing 2 columns of numbers.
 - **Count** – the number of respondents providing a particular response.
 - **Column N %** – the percentage of people providing a particular response, calculated as the count divided by the number of people who responded to the question.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as: “How would you like the parks and recreational spaces to be improved?”). The tables for those multiple response questions show three columns of numbers:
 - **Responses** – The number of respondents providing a particular response
 - **Column Responses %** – the percentage based on the *total number of responses* in a category. This is calculated as the number of responses divided by the total number of responses to the question (the bottom of the “Responses” column). This column will sum to 100%.
 - **Column Response % (Base: Count)** – the percentage of *people who responded* with a particular answer. This is calculated as the number of responses divided by the total number of people who chose to respond to the question with one or more answers (specified in the note below the table). This column typically does NOT sum to 100% since multiple responses are typically offered by each person.

NOTE: All responses to open-ended questions and all “other” comments have been provided to the City in an Excel file.

Please select the option that best describes you:

	Count	Column N %
Live in the City of Riverside	1374	64.4%
Both live AND work in the City of Riverside	760	35.6%
Total	2134	100.0%

Please check the categories that best describe you (check all that apply):

	Responses	Column Responses %	Column Response % (Base: Count)
Parent of a child 18 years old or younger	612	22.1%	28.8%
Adult age 65 or older	378	13.7%	17.8%
Adult age 18 - 64	1489	53.8%	70.0%
College or university student	111	4.0%	5.2%
In the first 10 years of my working career (a young professional)	176	6.4%	8.3%
Total	2766	100.0%	130.0%

NOTE: 2,128 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

How many years have you lived in the City of Riverside?

	Count	Column N %
Less than 2 years	114	5.4%
2 to 5 years	215	10.1%
6 to 10 years	183	8.6%
11 to 20 years	348	16.4%
More than 20 years	1264	59.5%
Total	2124	100.0%

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

		Strongly agree	Agree	Disagree	Strongly Disagree	Total
"Riverside is an attractive place"	Count	226	1246	488	132	2092
	Row N %	10.8%	59.6%	23.3%	6.3%	100.0%
"I feel a sense of belonging to my community"	Count	252	1083	545	135	2015
	Row N %	12.5%	53.7%	27.0%	6.7%	100.0%
"Riverside is a place where I can realize the goals I have for my future"	Count	162	900	585	249	1896
	Row N %	8.5%	47.5%	30.9%	13.1%	100.0%
"There are good schools in my neighborhood"	Count	216	1014	381	198	1809
	Row N %	11.9%	56.1%	21.1%	10.9%	100.0%
"Riverside is a good place for young people to go to college or trade school"	Count	391	1202	253	92	1938
	Row N %	20.2%	62.0%	13.1%	4.7%	100.0%
"I am proud to live in Riverside"	Count	351	1015	477	134	1977
	Row N %	17.8%	51.3%	24.1%	6.8%	100.0%
"I am satisfied with the progress made so far in addressing homelessness in the City of Riverside"	Count	35	165	625	1171	1996
	Row N %	1.8%	8.3%	31.3%	58.7%	100.0%
"Riverside's tap water is safe to drink"	Count	143	761	500	339	1743
	Row N %	8.2%	43.7%	28.7%	19.4%	100.0%
"Riverside leaders make decisions based on inclusive community involvement and engagement"	Count	72	521	587	475	1655
	Row N %	4.4%	31.5%	35.5%	28.7%	100.0%
"Riverside is a place where diversity is supported and valued"	Count	206	1136	332	157	1831
	Row N %	11.3%	62.0%	18.1%	8.6%	100.0%
"Riverside provides quality services to its residents"	Count	141	1018	544	221	1924
	Row N %	7.3%	52.9%	28.3%	11.5%	100.0%

ANSWERED BY PARENTS OF CHILD 18 YRS OLD OR YOUNGER: Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

		Strongly agree	Agree	Disagree	Strongly Disagree	Total
"My child(ren)'s school prepares them for a good job or career"	Count	52	233	136	65	486
	Row N %	10.7%	47.9%	28.0%	13.4%	100.0%
"My child(ren)'s school prepares her / him / them to be successful college students"	Count	59	254	114	55	482
	Row N %	12.2%	52.7%	23.7%	11.4%	100.0%

During the pandemic, the City of Riverside provided resources such as business assistance, rent assistance, permit extensions, vaccination and testing sites, etc. Were you aware of any of these initiatives designed to meet the needs of City residents during this difficult time?

	Count	Column N %
Yes	1586	75.3%
No	519	24.7%
Total	2105	100.0%

ANSWERED ONLY IF AWARE OF INITIATIVES: In your opinion, did the City do well responding to pandemic issues?

	Count	Column N %
The City did very well responding	480	36.2%
Somewhat well	720	54.3%
Overall the City did NOT do well responding	125	9.4%
Total	1325	100.0%

How important are the following issues to you? Please rate on a scale between 0 (not important) and 100 (very important):

	Count	Mean
"Feeling safe overall in the City"	2134	92.04
"Addressing homelessness"	2134	87.83
"Bringing new jobs to Riverside"	2134	69.61
"Effective communication methods between the City and its residents and workers"	2134	78.42

How much trust and confidence do you have in Riverside City government when it comes to handling local problems?

	Count	Column N %
A great deal	91	4.6%
A fair amount	801	40.7%
Not very much	824	41.9%
None at all	250	12.7%
Total	1966	100.0%

In the last 12 months, which of the following Riverside activities have you participated in? Please check all that apply:

	Responses	Column Responses %	Column Response % (Base: Count)
Attended an IN-PERSON meeting of local elected officials or boards	337	6.8%	17.7%
Attended a ZOOM meeting of local elected officials or boards	575	11.6%	30.2%
Visited the City of Riverside website or a City online service	1544	31.2%	81.1%
Visited a library or community center	1085	21.9%	57.0%
Participated in a recent local election	1403	28.4%	73.7%
Total	4944	100.0%	259.8%

NOTE: 1,903 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

NOTE: 6.9% of respondents indicated they have not participated in any of the activities.

**ANSWERED ONLY IF PARTICIPATED IN ANY OF THE RIVERSIDE ACTIVITIES:
What types of situations make you most likely to participate in City government?
Please check all that apply:**

	Responses	Column Responses %	Column Response % (Base: Count)
When something affects me personally	1158	28.5%	62.3%
When something affects my neighborhood	1494	36.8%	80.4%
When I don't agree on policy	953	23.5%	51.3%
When I have some free time	366	9.0%	19.7%
Other	90	2.2%	4.8%
Total	4061	100.0%	218.6%

NOTE: 1,858 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

What can the City do to make it easier for you to participate in City government?

	Count	Column N %
Directly e-mail or send text messages about the opportunities available	510	26.3%
Provide information further in advance	426	22.0%
Provide greater opportunities to participate via technology, instead of attending meetings	566	29.2%
Change meeting times (Please specify)	53	2.7%
Come to my neighborhood	290	15.0%
Actually listen to residents	17	0.9%
All of the above	11	0.6%
Other	64	3.3%
Total	1937	100.0%

Besides taking a personal car or motorcycle, is there any other way you would consider traveling within the City of Riverside?

	Count	Column N %
Yes	746	41.1%
No	1071	58.9%
Total	1817	100.0%

**ANSWERED IF WOULD CONSIDER "ALTERNATIVE" WAYS TO TRAVEL IN THE CITY:
What method of travel would you prefer?**

	Count	Column N %
Bus	164	22.3%
Walk	169	22.9%
Electric scooter	31	4.2%
Electric bicycle	88	11.9%
Uber or Lyft	96	13.0%
Bicycle	127	17.2%
Train	17	2.3%
Metro link	5	0.7%
Trolley/streetcar	10	1.4%
Combination of the above	8	1.1%
Other	22	3.0%
Total	737	100.0%

**Do you ever use public transportation within
the City of Riverside?**

	Count	Column N %
Yes	284	14.2%
No	1709	85.8%
Total	1993	100.0%

**ANSWERED ONLY BY PEOPLE WHO DON'T USE PUBLIC TRANSPORTATION: What
are the main reasons you don't use public transportation?**

Please check all that apply.

	Responses	Column Responses %	Column Response % (Base: Count)
Have to wait too long for a bus	320	9.2%	19.0%
Too crowded	83	2.4%	4.9%
Not convenient to get where I need to go	683	19.7%	40.5%
Takes too long to get where I need to go	538	15.5%	31.9%
Too expensive to take public transportation	35	1.0%	2.1%
Don't like the people who use public transportation	227	6.6%	13.5%
Buses don't operate at the times I need to travel	165	4.8%	9.8%
I feel unsafe on buses	694	20.0%	41.1%
Don't know -- I just like taking my personal vehicle	600	17.3%	35.5%
Don't use because of COVID	7	0.2%	0.4%
No bus stops near my home	18	0.5%	1.1%
Homeless problem	23	0.7%	1.4%
Dirty, smelly busses and bus stops	10	0.3%	0.6%
Difficult mobility, children, bad knees, back, etc.	20	0.6%	1.2%
No need, don't want to	10	0.3%	0.6%
Other	30	0.9%	1.8%
Total	3463	100.0%	205.3%

NOTE: 1,687 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

What are the main parking issues in downtown Riverside?

	Responses	Column Responses %	Column Response % (Base: Count)
Parking is too expensive	742	27.2%	49.3%
There isn't enough "off-street" parking (that is, parking garages or lots)	612	22.5%	40.7%
There isn't enough parking on the street	734	26.9%	48.8%
The affordable parking is too far from where I need to go	451	16.6%	30.0%
Unsafe, homelessness, crime, drugs	32	1.2%	2.1%
Other	153	5.6%	10.2%
Total	2724	100.0%	181.1%

NOTE: 1,504 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

What can the City, County, or Regional Agencies do to encourage City residents and visitors to walk or bike more?

	Responses	Column Responses %	Column Response % (Base: Count)
Install more bike lanes	402	12.6%	21.4%
Improve bike lane connectivity	510	16.0%	27.1%
Install more sidewalks	527	16.5%	28.0%
Make public transportation (RTA, Metro link) more affordable	320	10.0%	17.0%
Encourage schools to offer incentives or programs for children to walk and bike to school	419	13.1%	22.3%
It is unsafe, homeless issue a big problem	146	4.6%	7.8%
Unsafe, traffic, speeding. lack of awareness, separation	66	2.1%	3.5%
Make it safer for bike and pedestrians	113	3.5%	6.0%
Unsafe, drugs	5	0.2%	0.3%
Unsafe, Crime, theft, attacked	28	0.9%	1.5%
It is too hot to walk or ride bike	23	0.7%	1.2%
Repair the streets, sidewalk, roads	18	0.6%	1.0%
Clean up! Clean up the streets, bike lanes	21	0.7%	1.1%
Too spread out, not a walkable or bike city	19	0.6%	1.0%
Need light rail, better/more/longer hours of public transport.	30	0.9%	1.6%
Offer incentives	15	0.5%	0.8%
Other	110	3.4%	5.8%
NOTHING would encourage increased walking or biking	424	13.3%	22.5%
Total	3196	100.0%	169.9%

NOTE: 1,881 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

On average, how many times per week do you walk or bike to do errands in the City of Riverside instead of taking your personal vehicle?

	Count	Column N %
0	1451	73.4%
1 or 2 times	367	18.6%
3 or 4 times	79	4.0%
5 or more times per week	79	4.0%
Total	1976	100.0%

ANSWERED ONLY IF WALK OR BIKE AT LEAST ONCE A WEEK: On average, how long does it take you to make the ROUND TRIP?

	Count	Column N %
Less than 5 minutes	10	1.9%
5 to 14 minutes	131	25.2%
15 to 30 minutes	205	39.4%
More than 30 minutes	174	33.5%
Total	520	100.0%

Do you or anyone in your household drive an electric vehicle?

	Count	Column N %
Yes	211	10.7%
No	1758	89.3%
Total	1969	100.0%

**ANSWERED IF NO ONE IN HOUSEHOLD DRIVES AN ELECTRIC VEHICLE:
What is the MAIN reason no one in your household drives an electric vehicle?**

	Count	Column N %
My/our current car already meets my/our needs	632	36.7%
Price of the vehicle	543	31.5%
Limited # of miles one can drive before recharging	115	6.7%
Not enough charging stations available	85	4.9%
Lack of familiarity with electric vehicles	47	2.7%
Not enough model choices	23	1.3%
Cost of maintaining the car in the future	106	6.2%
Don't like them	18	1.0%
Own a hybrid	14	0.8%
Need a bigger car	3	0.2%
Cost of electricity and grid can't support it	16	0.9%
Not environmentally more friendly	20	1.2%
No charging station in apartment/condo	4	0.2%
All of the above	16	0.9%
Other	80	4.6%
Total	1722	100.0%

**ANSWERED IF SOMEONE IN HOUSEHOLD DRIVES AN ELECTRIC
VEHICLE:**

**What is the MAIN reason you or a member of your household choose to
drive an electric vehicle?**

	Count	Column N %
Concern for the environment	58	27.9%
Save money on gas	104	50.0%
Less maintenance is required	7	3.4%
Fun to drive	8	3.8%
Sales tax waiver	2	1.0%
Use of the carpool lane for free	10	4.8%
Don't want to depend on other countries for oil	1	0.5%
All of the above	6	2.9%
Other	12	5.8%
Total	208	100.0%

ANSWERED BY THOSE WHO BOTH LIVE AND WORK IN RIVERSIDE:
In your opinion, what are the BEST things about WORKING in Riverside?
(No more than 2 choices may be given)

	Responses	Column Responses %	Column Response % (Base: Count)
The pay is better here than in other areas	36	3.1%	5.3%
There are more jobs than in other areas	10	0.9%	1.5%
It's not crowded	26	2.3%	3.9%
Less traffic than in Orange or LA County	181	15.7%	26.9%
It's a short commute	443	38.5%	65.8%
I work for a good company	142	12.3%	21.1%
I have a good job	217	18.8%	32.2%
My job gives me a good chance for advancement / promotions	25	2.2%	3.7%
Availability of amenities (restaurants, entertainment, gyms, etc.)	30	2.6%	4.5%
I work from home	18	1.6%	2.7%
Other	24	2.1%	3.6%
Total	1152	100.0%	171.2%

NOTE: 673 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

ANSWERED BY THOSE WHO BOTH LIVE AND WORK IN RIVERSIDE: In your opinion, what do you like LEAST about WORKING in Riverside? (No more than 2 choices may be given)

	Responses	Column Responses %	Column Response % (Base: Count)
Smog, air pollution	176	17.3%	27.0%
Traffic	149	14.6%	22.8%
Poor public transportation	54	5.3%	8.3%
Pay is not as good as jobs in other places	198	19.4%	30.3%
It's not a good company / job	6	0.6%	0.9%
Other employees are not skilled enough	25	2.5%	3.8%
Not as much chance for advancement / promotion	69	6.8%	10.6%
Long commute	4	0.4%	0.6%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	99	9.7%	15.2%
Not enough parking	43	4.2%	6.6%
Nothing...I like everything about working in Riverside	105	10.3%	16.1%
Homeless	35	3.4%	5.4%
Crime, vandalism	7	0.7%	1.1%
Criminals violence	3	0.3%	0.5%
Work from home	2	0.2%	0.3%
Having to pay for parking	3	0.3%	0.5%
Other	41	4.0%	6.3%
Total	1019	100.0%	156.0%

NOTE: 653 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

**ANSWERED BY THOSE WHO BOTH LIVE AND WORK IN RIVERSIDE: Level of agreement with:
"Riverside is a good place to start or grow a business"**

	Count	Column N %
Strongly agree	54	10.8%
Agree	266	53.1%
Disagree	131	26.1%
Strongly Disagree	50	10.0%
Total	501	100.0%

What would make Riverside a better place to start or grow a business?

	Responses	Column Responses %	Column Response % (Base: Count)
Homeless issue	41	21.5%	31.8%
Lower Taxes	9	4.7%	7.0%
Less red tape, barriers, hoops	14	7.3%	10.9%
Reduce crime, theft, vandalism	20	10.5%	15.5%
Drug problem	2	1.0%	1.6%
Safety, not safe	6	3.1%	4.7%
Clean up the city, dirty, trash	9	4.7%	7.0%
Support for businesses, resources, lower fees, rent, etc.	12	6.3%	9.3%
Other	76	39.8%	58.9%
Don't know, not sure	2	1.0%	1.6%
Total	191	100.0%	148.1%

NOTE: 129 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

**ANSWERED BY THOSE WHO BOTH LIVE AND WORK
IN RIVERSIDE:**

**Level of agreement with: "Riverside workforce is
properly trained and educated"**

	Count	Column N %
Strongly agree	21	4.3%
Agree	280	56.8%
Disagree	156	31.6%
Strongly disagree	36	7.3%
Total	493	100.0%

**ANSWERED BY THOSE WHO BOTH LIVE AND WORK IN
RIVERSIDE:**

**Do the business training and support services in
Riverside meet your needs?**

	Count	Column N %
Meet my needs	77	11.5%
Partially meet my needs	128	19.2%
Doesn't meet my needs	53	7.9%
Don't use them	216	32.3%
Didn't know Riverside had them	194	29.0%
Total	668	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:

Do you think Riverside is a good place to live for college students?

	Count	Column N %
Yes	56	58.9%
No	39	41.1%
Total	95	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS WHO DO NOT THINK RIVERSIDE IS A GOOD PLACE TO LIVE FOR COLLEGE STUDENTS:

What would make Riverside a better place to live for college students?

	Count	Column N %
Affordability of living	14	35.9%
Crime and safety, homeless problems	15	38.5%
More entertainment and shopping	5	12.8%
Other	5	12.8%
Total	39	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:

Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

	Count	Column N %
Yes	34	35.8%
No	31	32.6%
I have no interest in internships	17	17.9%
Not yet, but I plan to	13	13.7%
Total	95	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS WHO SOUGHT/APPLIED FOR INTERNSHIPS OR PART TIME JOBS IN RIVERSIDE:

Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

	Count	Column N %
Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs	13	28.3%
No, there are not enough local opportunities	22	47.8%
I don't know yet	11	23.9%
Total	46	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:
Do you believe you will be able to find a good job in Riverside after you graduate?

	Count	Column N %
Yes	37	41.1%
No, the jobs I want aren't in Riverside	30	33.3%
I don't want to stay in Riverside	23	25.6%
Total	90	100.0%

ANSWERED BY THOSE WHO HAVE LIVED IN THE CITY 6 YEARS OR MORE:

Level of agreement with: "The air quality in Riverside has improved since I have lived here"

	Count	Column N %
Strongly agree	152	11.0%
Agree	525	37.9%
Disagree	423	30.5%
Strongly disagree	286	20.6%
Total	1386	100.0%

ANSWERED BY ADULTS AGE 65 OR OLDER:
Level of agreement with the following statements:

		Strongly Agree	Agree	Disagree	Strongly Disagree	Total
"Riverside is a good place to live for those over 65"	Count	35	183	85	35	338
	Row N %	10.4%	54.1%	25.1%	10.4%	100.0%
"My medical care providers help me deal with aging related concerns"	Count	75	180	45	18	318
	Row N %	23.6%	56.6%	14.2%	5.7%	100.0%

ANSWERED BY ADULTS AGE 65 OR OLDER WHO DISAGREE OR STRONGLY DISAGREE THAT RIVERSIDE IS A GOOD PLACE TO LIVE FOR THOSE OVER 65:

What would make Riverside a better place to live for those over 65?

	Count	Column N %
Affordability	23	19.2%
Crime/safety	50	41.7%
Homeless issue	20	16.7%
Improve public transportation	3	2.5%
All of the above	7	5.8%
Combination of above	6	5.0%
Other	11	9.2%
Total	120	100.0%

About how many times a year do you visit the parks and recreational spaces in the City of Riverside?

	Count	Column N %
Never	150	7.8%
A few times a year	669	34.9%
About once a month	288	15.0%
More than one time a month	755	39.4%
Can't estimate	53	2.8%
Total	1915	100.0%

ANSWERED BY THOSE WHO VISIT PARKS/REC SPACES AT LEAST A FEW TIMES A YEAR:

Do the parks and recreational spaces in Riverside meet your needs?

	Count	Column N %
Yes	767	43.6%
No	324	18.4%
Somewhat	667	37.9%
Total	1758	100.0%

ANSWERED IF PARKS/REC SPACES DO NOT MEET NEEDS (OR ONLY "SOMEWHAT" MEET NEEDS):

How would you like the parks and recreational spaces to be improved?

	Responses	Column Responses %	Column Response % (Base: Count)
More activities and facilities	228	6.5%	23.3%
Take care of homeless issues	792	22.7%	81.1%
Deal with safety issues	631	18.1%	64.6%
Cleaner/more restrooms	533	15.3%	54.6%
Clean up the parks	428	12.3%	43.8%
More parks needed	194	5.6%	19.9%
More/better lighting	292	8.4%	29.9%
More open spaces	145	4.2%	14.8%
Parking problems	86	2.5%	8.8%
Parks need more shade, trees	29	0.8%	3.0%
Need dog parks	12	0.3%	1.2%
Water pads, water features	14	0.4%	1.4%
Other	108	3.1%	11.1%
Total	3492	100.0%	357.4%

NOTE: 977 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Do the following aspects of Riverside's shopping and entertainment meet your needs?

		Yes	No	Somewhat	Don't use them	Didn't know Riverside had them	Total
Retail stores in the City	Count	784	334	748	36	1	1903
	Row N %	41.2%	17.6%	39.3%	1.9%	0.1%	100.0%
Restaurants in the City	Count	803	339	719	36	4	1901
	Row N %	42.2%	17.8%	37.8%	1.9%	0.2%	100.0%
Places in the City to hear music, dance, and watch live theater	Count	503	384	643	321	44	1895
	Row N %	26.5%	20.3%	33.9%	16.9%	2.3%	100.0%
Festivals and special events in the City	Count	562	347	711	222	55	1897
	Row N %	29.6%	18.3%	37.5%	11.7%	2.9%	100.0%
Public libraries in the City	Count	1170	60	281	369	7	1887
	Row N %	62.0%	3.2%	14.9%	19.6%	0.4%	100.0%

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for residents to request services or make comments by phone or online.

	Count	Column N %
Yes	1242	66.9%
No	614	33.1%
Total	1856	100.0%

**ANSWERED ONLY IF PERSON HAS USED 311:
How would you rate 311?**

	Count	Column N %
Excellent	339	27.4%
Good	574	46.5%
Poor	93	7.5%
Fair	229	18.5%
Total	1235	100.0%

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

	Count	Column N %
Yes	1809	97.8%
No	40	2.2%
Total	1849	100.0%

What source(s) of information do you rely on to find out about events and resources in Riverside? Check all that you use.

	Responses	Column Responses %	Column Response % (Base: Count)
A local newspaper	299	5.5%	16.2%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	560	10.4%	30.4%
Explore Riverside quarterly newsletter	372	6.9%	20.2%
Utility bill inserts	448	8.3%	24.3%
Friends and family	799	14.8%	43.3%
Social media such as Twitter or Facebook	1321	24.5%	71.6%
Local Websites	384	7.1%	20.8%
Community or neighborhood groups	542	10.1%	29.4%
Email from the City or Councilmember	222	4.1%	12.0%
Religious/Faith community	148	2.7%	8.0%
Employer	87	1.6%	4.7%
Radio	102	1.9%	5.5%
Channel 3, government access TV	21	0.4%	1.1%
Never try to find out about things happening	25	0.5%	1.4%
Raincross Gazette	6	0.1%	0.3%
Other	52	1.0%	2.8%
Total	5388	100.0%	292.2%

NOTE: 1,844 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Of the information sources you selected, which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?

	Count	Column N %
A local newspaper	93	7.1%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	91	7.0%
Explore Riverside quarterly newsletter	66	5.1%
Utility bill inserts	36	2.8%
Friends and family	149	11.4%
Social media such as Twitter or Facebook	656	50.3%
Local Websites	43	3.3%
Community or neighborhood groups	98	7.5%
Email from the City or Councilmember	30	2.3%
Religious/Faith community	12	0.9%
Employer	8	0.6%
Radio	6	0.5%
Never try to find out about things happening	4	0.3%
Other	9	0.7%
311	3	0.2%
Total	1304	100.0%

Have you ever used the City of Riverside's eComment feature located on the City's website?

	Count	Column N %
Yes	138	7.6%
No	1557	85.2%
Don't recall	132	7.2%
Total	1827	100.0%

Do you know the names of your neighbors who live close to you?

	Count	Column N %
All of them	260	14.2%
Most of them	633	34.6%
Some of them	824	45.0%
No, don't know any	113	6.2%
Don't have any neighbors close by	2	0.1%
Total	1832	100.0%

Do you have at least one neighbor who would help you if you needed help?

	Count	Column N %
Yes	1464	79.5%
No	129	7.0%
I think so but I'm not sure	249	13.5%
Total	1842	100.0%

Do you feel it is safe to walk in your neighborhood?

	Count	Column N %
Yes, it is safe	949	52.0%
No, it is not safe	205	11.2%
It is somewhat safe	670	36.7%
Total	1824	100.0%

What is the MAIN reason you feel it is unsafe?

	Responses	Column Responses %	Column Response % (Base: Count)
Crime	199	21.3%	22.9%
No sidewalks or bad sidewalks	50	5.4%	5.8%
Dangerous intersections	20	2.1%	2.3%
Drugs/Gang problem	69	7.4%	7.9%
No lighting or poor lighting	35	3.7%	4.0%
Too much traffic	22	2.4%	2.5%
Dogs, coyotes, wild animals	18	1.9%	2.1%
Cars driving too fast, not abiding by traffic laws	19	2.0%	2.2%
Homeless/panhandlers	444	47.5%	51.2%
Mail theft	5	0.5%	0.6%
Theft of things in neighbors' yards	4	0.4%	0.5%
Stealing catalytic converter	1	0.1%	0.1%
Home invasions	3	0.3%	0.3%
Robberies, shootings, murders in area	6	0.6%	0.7%
All of the above	14	1.5%	1.6%
Other	22	2.4%	2.5%
Don't know	3	0.3%	0.3%
Total	934	100.0%	107.6%

NOTE: 868 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

**ANSWERED ONLY BY THOSE WHO BOTH LIVE AND
WORK IN THE CITY OF RIVERSIDE:**

Do you feel it is safe to walk near your work location?

	Count	Column N %
Yes, it is safe	185	30.6%
No, it is not safe	185	30.6%
It is somewhat safe	234	38.7%
Total	604	100.0%

What makes you feel it is unsafe to walk near your work location?

	Responses	Column Responses %	Column Response % (Base: Count)
Crime	61	14.5%	14.7%
Drugs/Gang problem	20	4.7%	4.8%
No sidewalks or bad sidewalks	12	2.8%	2.9%
Dangerous intersections	7	1.7%	1.7%
No lighting or poor lighting	8	1.9%	1.9%
Too much traffic	17	4.0%	4.1%
Homeless/panhandlers	286	67.8%	69.1%
All of the above	2	0.5%	0.5%
Other	5	1.2%	1.2%
Don't know	4	0.9%	1.0%
Total	422	100.0%	101.9%

NOTE: 414 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

**In general, how fearful are you that you will be the
victim of a serious crime, such as a violent or costly
crime, in Riverside?**

	Count	Column N %
Not at all fearful	104	5.8%
Not too fearful	508	28.2%
Somewhat fearful	878	48.7%
Very fearful	313	17.4%
Total	1803	100.0%

In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

	Count	Column N %
Better off	290	16.3%
Same	824	46.2%
Worse off	669	37.5%
Total	1783	100.0%

Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

	Count	Column N %
Better off	387	24.4%
Same	759	47.8%
Worse off	442	27.8%
Total	1588	100.0%

Do you donate money to Riverside causes or organizations?

	Count	Column N %
Yes	835	47.5%
No	549	31.2%
Donate to causes, but not in Riverside	373	21.2%
Total	1757	100.0%

Do you volunteer for Riverside causes or organizations or schools?

	Count	Column N %
Yes	640	36.0%
No	900	50.6%
Usually, but not since the pandemic	237	13.3%
Total	1777	100.0%

ANSWERED ONLY BY THOSE WHO VOLUNTEER:

How many hours per month do (or did) you volunteer?

	Count	Column N %
0-8 hours	554	68.4%
9-20 hours	185	22.8%
21 or more hours	71	8.8%
Total	810	100.0%

How much confidence do you have that the elected officials in your city or community will adopt policies that will benefit the general community?

	Count	Column N %
A great deal of confidence	79	4.6%
Some confidence	645	37.5%
Not much confidence	666	38.7%
No confidence	331	19.2%
Total	1721	100.0%

Do you rent or own your current residence?

	Count	Column N %
Rent or lease	338	18.8%
Own	1357	75.5%
Live in student housing	4	0.2%
Live with family member (that is, a "senior" adult living with adult children, or adult living in parent's home, etc.)	92	5.1%
Own mobile, rent space	2	0.1%
Homeless	2	0.1%
Other	2	0.1%
Total	1797	100.0%

What is your home zip code?

	Count	Column N %
92501	193	11.0%
92503	226	12.9%
92504	264	15.1%
92505	122	7.0%
92506	518	29.6%
92507	208	11.9%
92508	192	11.0%
Other	25	1.4%
Total	1748	100.0%

What was the last grade of school that you completed?

	Count	Column N %
Some high school or less	8	0.5%
High school degree or equivalent	126	7.1%
Some college but no degree	359	20.2%
Associate degree or technical certificate	240	13.5%
Bachelor's degree	498	28.1%
Graduate or professional degree	544	30.6%
Other	0	0.0%
Total	1775	100.0%

What is your age?

	Count	Column N %
18 to 19 years	9	0.5%
20 to 24	41	2.4%
25 to 29	81	4.7%
30 to 34	182	10.6%
35 to 39	226	13.2%
40 to 44	200	11.7%
45 to 49	178	10.4%
50 to 54	165	9.6%
55 to 59	150	8.8%
60 to 64	169	9.9%
65 to 69	157	9.2%
70 to 74	79	4.6%
75 to 79	55	3.2%
80 to 84	14	0.8%
85 years old or older	8	0.5%
Total	1714	100.0%

How many children ages 18 and under do you have living at home?

	Count	Column N %
None	1061	59.6%
1	291	16.3%
2	276	15.5%
3	112	6.3%
4	28	1.6%
5 or more	13	0.7%
Total	1781	100.0%

Which of the following best describes your employment status?

	Count	Column N %
Working full-time for pay	988	55.1%
Working less than 30 hours a week for pay	158	8.8%
Full-time student	31	1.7%
Full-time homemaker, parent or caregiver	139	7.8%
Unemployed and looking for work	38	2.1%
Retired	374	20.9%
Disabled and not able to work	38	2.1%
Self Employed	24	1.3%
Other	3	0.2%
Total	1793	100.0%

**ANSWERED BY THOSE WHO WORK FULL OR
PART TIME FOR PAY:**

Do you work within the City of Riverside?

	Count	Column N %
Yes	675	60.4%
No	442	39.6%
Total	1117	100.0%

**ANSWERED BY THOSE WHO DO NOT WORK WITHIN THE CITY OF
RIVERSIDE:**

What are the reasons you do not work within the City of Riverside?

	Count	Column N %
I have a good job	11	3.1%
Pay is better	68	19.0%
No jobs in Riverside	23	6.4%
Work remote	22	6.1%
With my company for years, invested	42	11.7%
No jobs in my field, no companies in my field	39	10.9%
Other	153	42.7%
Total	358	100.0%

**ANSWERED BY THOSE WHO WORK FULL OR
PART TIME FOR PAY:**

Do you have more than one job?

	Count	Column N %
Yes	157	14.3%
No	943	85.7%
Total	1100	100.0%

**ANSWERED ONLY BY THOSE WHO WORK
FULL OR PART TIME:
How many miles do you commute to work
ONE WAY?**

	Mean	Median
# of miles	15.35	10.00

**ANSWERED BY THOSE WHO WORK FULL OR PART TIME
FOR PAY:**

How many days a week do you commute to work?

	Count	Column N %
1 day	43	3.9%
2 days	65	6.0%
3 days	96	8.8%
4 days	136	12.5%
5 days	513	47.1%
6 days	48	4.4%
7 days	12	1.1%
1 to 2 days per week	1	0.1%
3 to 5 days per week	6	0.6%
It varies (please specify)	30	2.8%
Work from home zero commute days	140	12.8%
Total	1090	100.0%

Are you a male or female?

	Count	Column N %
Male	502	28.4%
Female	1200	68.0%
Non-binary / third gender	16	0.9%
Prefer not to say	48	2.7%
Total	1766	100.0%

**Are you of Hispanic, Latino, or Spanish
origin?**

	Count	Column N %
No	1170	67.7%
Yes	557	32.3%
Total	1727	100.0%

Following are the race categories used in the U.S. Census. How would you describe your race? (Please choose all that apply)

	Responses	Column Responses %	Column Response % (Base: Count)
White	1139	59.2%	66.1%
Black, African American	47	2.4%	2.7%
Hispanic/Latino	453	23.5%	26.3%
American Indian or Alaska Native	38	2.0%	2.2%
Asian Indian	12	0.6%	0.7%
Chinese	9	0.5%	0.5%
Filipino	25	1.3%	1.5%
Japanese	19	1.0%	1.1%
Korean	6	0.3%	0.3%
Vietnamese	5	0.3%	0.3%
Other Asian	9	0.5%	0.5%
Native Hawaiian	2	0.1%	0.1%
Guamanian or Chamorro	1	0.1%	0.1%
Samoan	1	0.1%	0.1%
Other Pacific Islander	5	0.3%	0.3%
Some other race	39	2.0%	2.3%
Prefer not to say	114	5.9%	6.6%
Total	1924	100.0%	111.7%

NOTE: 1,722 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Which of the following categories best describes your total household or family income before taxes, from all sources, for 2021?

	Count	Column N %
Less than \$25,000	83	5.6%
\$25,000 to less than \$35,000	75	5.1%
\$35,000 to less than \$50,000	120	8.1%
\$50,000 to less than \$65,000	125	8.4%
\$65,000 to less than \$80,000	160	10.8%
\$80,000 to \$110,000	287	19.3%
Over \$110,000	635	42.8%
Total	1485	100.0%

**How many people contribute to the household income,
INCLUDING YOURSELF?**

	Count	Column N %
Just myself (1)	504	29.3%
2 people	1077	62.7%
3 people	81	4.7%
4 people	41	2.4%
More than 4 people	15	0.9%
Total	1718	100.0%

How did you hear about this Riverside Community Quality of Life Survey?

	Responses	Column Responses %	Column Response % (Base: Count)
A local newspaper	14	0.8%	0.8%
On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com	69	3.7%	3.9%
Riverside quarterly newsletter	11	0.6%	0.6%
Utility bill inserts	11	0.6%	0.6%
Channel 3, Government Access TV	3	0.2%	0.2%
Community or neighborhood group	154	8.3%	8.8%
Friends and family	182	9.8%	10.4%
Local websites	59	3.2%	3.4%
Social media such as Twitter or Facebook	1108	59.7%	63.1%
Email from the City or Councilmember	139	7.5%	7.9%
Religious/Faith community	1	0.1%	0.1%
Employer	46	2.5%	2.6%
Radio	2	0.1%	0.1%
Freeway sign	3	0.2%	0.2%
Instagram	28	1.5%	1.6%
Riverside / Raincross Gazette	6	0.3%	0.3%
Other	20	1.1%	1.1%
Total	1856	100.0%	105.6%

NOTE: 1,757 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

APPENDIX VII

Data Display:

Online Survey for those who Work (or Attend College/University) in Riverside but Live Elsewhere

2022 Riverside Community Quality of Life Survey
Data Display, Online Survey for those who work
(or attend college/university) in Riverside but live elsewhere

Following are frequency tables for the online version of the 2022 Riverside Community Quality of Life Survey for people who work or attend college/university in Riverside but live elsewhere. A few comments about this data display are in order:

- Online surveys are a wonderful method of community engagement which can provide some interesting anecdotal data and can provide additional validation of phone survey results if the overall trends of the two methodologies match. They are NOT, however, random, thus results may be skewed and must be interpreted with caution. For example, online survey respondents tend to be those who are either extremely positive or extremely negative about the issue under study and are more motivated to complete a survey than those with “mid-range” attitudes. Further, people who complete online surveys tend to be younger, better educated, more affluent, and more likely to be employed. And Hispanics tend to be under-represented in surveys (both on-line and phone surveys). But we note that an online survey was the only way of affordably gathering the input of those who work (or attend college/university) in Riverside but live elsewhere.
- The “simple” frequency tables below, produced by SPSS 28.0 (Statistical Package for the Social Sciences) are arranged showing 2 columns of numbers.
 - **Count** – the number of respondents providing a particular response.
 - **Column N %** – the percentage of people providing a particular response, calculated as the count divided by the number of people who responded to the question.
- For some questions, respondents had the opportunity to provide multiple answers (questions such as: “Since you work or attend college/university in Riverside, what are the reasons you don’t choose to live here?”). The tables for those multiple response questions show three columns of numbers:
 - **Responses** – The number of respondents providing a particular response
 - **Column Responses %** – the percentage based on the *total number of responses* in a category. This is calculated as the number of responses divided by the total number of responses to the question (the bottom of the “Responses” column). This column will sum to 100%.
 - **Column Response % (Base: Count)** – the percentage of *people who responded* with a particular answer. This is calculated as the number of responses divided by the total number of people who chose to respond to the question with one or more answers (specified in the note below the table). This column typically does NOT sum to 100% since multiple responses are typically offered by each person.

<p>NOTE: All responses to open-ended questions and all “other” comments have been provided to the City in an Excel file.</p>

Please check the categories that best describe you (check all that apply):

	Responses	Column Responses %	Column Response % (Base: Count)
Parent of a child 18 years old or younger	25	18.2%	22.7%
Adult age 65 or older	5	3.6%	4.5%
Adult age 18 - 64	91	66.4%	82.7%
College or university student	7	5.1%	6.4%
In the first 10 years of my working career (a "young professional")	9	6.6%	8.2%
Total	137	100.0%	124.5%

NOTE: 110 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

**How many years have you worked or attended college/university in the City of Riverside?
(Round-up)**

	Count	Column N %
Less than 2 years	16	14.4%
2 to 5 years	25	22.5%
6 to 10 years	16	14.4%
11 to 20 years	26	23.4%
More than 20 years	28	25.2%
Total	111	100.0%

Since you work or attend college/university in Riverside, what are the reasons you do not choose to live here? Please check all that apply:

	Responses	Column Responses %	Column Response % (Base: Count)
Can't afford to live in Riverside	34	19.4%	30.4%
Too much crime in the area	22	12.6%	19.6%
Too crowded	11	6.3%	9.8%
Can't afford to move from where I'm living now	16	9.1%	14.3%
I like where I'm living now	56	32.0%	50.0%
The schools seem better where I live now	9	5.1%	8.0%
Just don't like it	5	2.9%	4.5%
Other	22	12.6%	19.6%
Total	175	100.0%	156.3%

NOTE: 112 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

In your opinion, what are the BEST things about working/attending college in Riverside? (No more than 2 choices may be given)

	Responses	Column Responses %	Column Response % (Base: Count)
The pay is better here than in other areas	4	2.4%	3.8%
There are more jobs than in other areas	3	1.8%	2.8%
It's not crowded	1	0.6%	0.9%
Less traffic than in Orange or LA County	24	14.1%	22.6%
It's a short commute	32	18.8%	30.2%
I work for a good company	32	18.8%	30.2%
I have a good job	42	24.7%	39.6%
My job gives me a good chance for advancement / promotions	12	7.1%	11.3%
Availability of amenities (restaurants, entertainment, gyms, etc.)	10	5.9%	9.4%
Other	10	5.9%	9.4%
Total	170	100.0%	160.4%

NOTE: 106 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

In your opinion, what do you like LEAST about working/attending college in Riverside? (No more than 2 choices may be given)

	Responses	Column Responses %	Column Response % (Base: Count)
Smog, air pollution	14	8.4%	12.7%
Traffic	33	19.8%	30.0%
Poor public transportation	8	4.8%	7.3%
Pay is not as good as jobs in other places	27	16.2%	24.5%
It's not a good company / job	1	0.6%	0.9%
Other employees are not skilled enough	1	0.6%	0.9%
Not as much chance for advancement / promotion	9	5.4%	8.2%
Long commute	8	4.8%	7.3%
Poor amenities in the area (restaurants, entertainment, gyms, etc.)	7	4.2%	6.4%
Not enough parking	11	6.6%	10.0%
Nothing...I like everything about working in Riverside	10	6.0%	9.1%
Other	36	21.6%	32.7%
Don't know	2	1.2%	1.8%
Total	167	100.0%	151.8%

NOTE: 110 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:

		Strongly Agree	Agree	Disagree	Strongly Disagree	Total
"Riverside is a good place to bring visitors"	Count	12	65	23	6	106
	Row N %	11.3%	61.3%	21.7%	5.7%	100.0%
"Riverside is a good place to find a good job"	Count	13	57	25	3	98
	Row N %	13.3%	58.2%	25.5%	3.1%	100.0%
"Riverside is a good place to own or operate a business or nonprofit"	Count	11	45	16	6	78
	Row N %	14.1%	57.7%	20.5%	7.7%	100.0%
"Riverside is a good place to be active and healthy"	Count	16	58	26	2	102
	Row N %	15.7%	56.9%	25.5%	2.0%	100.0%
"Riverside is a good place to raise children"	Count	10	48	23	9	90
	Row N %	11.1%	53.3%	25.6%	10.0%	100.0%
"Riverside is a good place to enjoy art and culture"	Count	16	69	15	1	101
	Row N %	15.8%	68.3%	14.9%	1.0%	100.0%
"Riverside is a good place to find an affordable place to live"	Count	4	30	37	28	99
	Row N %	4.0%	30.3%	37.4%	28.3%	100.0%
"Riverside is a good place to retire"	Count	2	27	30	25	84
	Row N %	2.4%	32.1%	35.7%	29.8%	100.0%
"Riverside is a good place to start or grow a business"	Count	7	43	19	8	77
	Row N %	9.1%	55.8%	24.7%	10.4%	100.0%

Besides taking a personal car or motorcycle, is there any other way you would consider traveling within the City of Riverside?

	Count	Column N %
Yes	31	30.4%
No	71	69.6%
Total	102	100.0%

ANSWERED IF WOULD CONSIDER "ALTERNATIVE" WAYS TO TRAVEL IN THE CITY:
What method of travel would you prefer?

	Count	Column N %
Bus	9	29.0%
Bicycle	7	22.6%
Walk	6	19.4%
Uber or Lyft	4	12.9%
Electric bicycle	2	6.5%
Other	3	9.7%
Total	31	100.0%

**Do you ever use public transportation within
the City of Riverside?**

	Count	Column N %
Yes	12	10.9%
No	98	89.1%
Total	110	100.0%

**ANSWERED ONLY BY PEOPLE WHO DON'T USE PUBLIC TRANSPORTATION:
What are the main reasons you don't use public transportation? Please check all
that apply.**

	Responses	Column Responses %	Column Response % (Base: Count)
Have to wait too long for a bus	16	8.6%	16.5%
Too crowded	2	1.1%	2.1%
Not convenient to get where I need to go	37	20.0%	38.1%
Takes too long to get where I need to go	27	14.6%	27.8%
Too expensive to take public transportation	1	0.5%	1.0%
Don't like the people who use public transportation	17	9.2%	17.5%
Buses don't operate at the times I need to travel	8	4.3%	8.2%
I feel unsafe on buses	42	22.7%	43.3%
Don't know...I just like taking my personal vehicle	29	15.7%	29.9%
Other	6	3.2%	6.2%
Total	185	100.0%	190.7%

NOTE: 97 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

What are the main parking issues in downtown Riverside?

	Responses	Column Responses %	Column Response % (Base: Count)
Parking is too expensive	35	28.5%	46.7%
There isn't enough "off-street" parking (that is, parking garages or lots)	28	22.8%	37.3%
There isn't enough parking on the street	36	29.3%	48.0%
The affordable parking is too far from where I need to go	20	16.3%	26.7%
Homelessness and crime	2	1.6%	2.7%
Other	2	1.6%	2.7%
Total	123	100.0%	164.0%

NOTE: 75 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Do you or anyone in your household drive an electric vehicle?

	Count	Column N %
Yes	13	11.9%
No	96	88.1%
Total	109	100.0%

**ANSWERED IF NO ONE IN HOUSEHOLD DRIVES AN ELECTRIC VEHICLE:
What is the MAIN reason no one in your household drives an electric vehicle?**

	Count	Column N %
My/our current car already meets my/our needs	21	22.1%
Price of the vehicle	29	30.5%
Limited number of miles one can drive before recharging	9	9.5%
Not enough charging stations available	10	10.5%
Lack of familiarity with electric vehicles	8	8.4%
Not enough model choices	2	2.1%
Cost of maintaining the car in the future	4	4.2%
Several of the above reasons	12	12.6%
Total	95	100.0%

**ANSWERED IF SOMEONE IN HOUSEHOLD DRIVES AN
ELECTRIC VEHICLE:**

**What is the MAIN reason you or a member of your household
choose to drive an electric vehicle?**

	Count	Column N %
Concern for the environment	3	23.1%
Save money on gas	8	61.5%
Less maintenance is required	1	7.7%
Fun to drive	1	7.7%
Sales tax waiver	0	0.0%
Use of the carpool lane for free	0	0.0%
Don't want to depend on other countries for oil	0	0.0%
Total	13	100.0%

**Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the
following statements:**

		Strongly Agree	Agree	Disagree	Strongly Disagree	Total
"Riverside is an attractive place"	Count	8	62	26	4	100
	Row N %	8.0%	62.0%	26.0%	4.0%	100.0%
"Riverside is a place where I can realize the goals I have for my future"	Count	7	40	35	4	86
	Row N %	8.1%	46.5%	40.7%	4.7%	100.0%
"There are good K-12 schools in Riverside"	Count	9	34	16	6	65
	Row N %	13.8%	52.3%	24.6%	9.2%	100.0%
"There are good colleges/ universities/ trade schools in Riverside"	Count	14	69	5	2	90
	Row N %	15.6%	76.7%	5.6%	2.2%	100.0%
"I am proud to work in Riverside"	Count	16	62	17	2	97
	Row N %	16.5%	63.9%	17.5%	2.1%	100.0%
"I am satisfied with the progress made so far in addressing homelessness in the City of Riv."	Count	3	9	23	45	80
	Row N %	3.8%	11.3%	28.7%	56.3%	100.0%
"Riverside's tap water is safe to drink"	Count	6	22	23	10	61
	Row N %	9.8%	36.1%	37.7%	16.4%	100.0%
"Riverside's workforce is properly trained and educated"	Count	6	50	17	9	82
	Row N %	7.3%	61.0%	20.7%	11.0%	100.0%
"Riverside leaders make decisions based on inclusive community involvement and engagement "	Count	2	29	20	13	64
	Row N %	3.1%	45.3%	31.3%	20.3%	100.0%
"Riverside is a place where diversity is supported and valued"	Count	10	51	17	7	85
	Row N %	11.8%	60.0%	20.0%	8.2%	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:

Do you think Riverside is a good place to live for college students?

	Count	Column N %
Yes	6	85.7%
No	1	14.3%
Total	7	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:

What would make Riverside a better place to live for college students?

	Count	Column N %
Affordability of living	47	46.1%
Improved crime and safety, homeless problem	38	37.3%
More entertainment and shopping	10	9.8%
Other	7	6.9%
Total	102	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:

Have you ever sought or applied for internships or part-time jobs in Riverside that would help you prepare for a career position?

	Count	Column N %
Yes	3	42.9%
No	1	14.3%
I have no interest in internships	2	28.6%
Not yet, but I plan to	1	14.3%
Total	7	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS WHO SOUGHT/APPLIED FOR INTERNSHIPS OR PART TIME JOBS IN RIVERSIDE:

Are you satisfied with the opportunities in Riverside for internships or part-time jobs that would help you prepare for a career position?

	Count	Column N %
Yes, I am satisfied with the opportunities in Riverside for internships or part-time jobs	0	0.0%
No, there are not enough local opportunities	2	66.7%
I don't know yet	1	33.3%
Total	3	100.0%

ANSWERED BY COLLEGE OR UNIVERSITY STUDENTS:
Do you believe you will be able to find a good job in Riverside
after you graduate?

	Count	Column N %
Yes	3	50.0%
No, the jobs I want aren't in Riverside	2	33.3%
I don't want to stay in Riverside	1	16.7%
Total	6	100.0%

ANSWERED BY THOSE WHO HAVE WORKED OR
ATTENDED COLLEGE/UNIVERSITY IN THE CITY 6 YEARS
OR MORE:

Level of agreement with: "The air quality in Riverside has
improved since I have lived here"

	Count	Column N %
Strongly agree	6	13.0%
Agree	16	34.8%
Disagree	14	30.4%
Strongly disagree	10	21.7%
Total	46	100.0%

Do the following aspects of Riverside's shopping and entertainment meet your needs?

		Yes	No	Somewhat	Don't use them	Total
Retail stores in the City	Count	39	9	46	6	100
	Row N %	39.0%	9.0%	46.0%	6.0%	100.0%
Restaurants in the City	Count	53	11	33	3	100
	Row N %	53.0%	11.0%	33.0%	3.0%	100.0%
Places in the City to hear music, dance, and watch live theater	Count	34	12	33	19	98
	Row N %	34.7%	12.2%	33.7%	19.4%	100.0%
Festivals and special events in the City	Count	37	13	30	17	97
	Row N %	38.1%	13.4%	30.9%	17.5%	100.0%
The public libraries in the City	Count	49	3	17	31	100
	Row N %	49.0%	3.0%	17.0%	31.0%	100.0%
Business training and support services in the City	Count	19	6	21	39	85
	Row N %	22.4%	7.1%	24.7%	45.9%	100.0%

Have you ever used Riverside's 311 for City services? NOTE: Riverside's 311 is a way for residents to request services or make comments by phone or online.

	Count	Column N %
Yes	20	20.8%
No	76	79.2%
Total	96	100.0%

**ANSWERED ONLY IF PERSON HAS USED 311:
How would you rate 311?**

	Count	Column N %
Excellent	4	20.0%
Good	6	30.0%
Fair	9	45.0%
Poor	1	5.0%
Total	20	100.0%

Have you ever visited City of Riverside destinations or landmarks like the Mission Inn, or Mt. Rubidoux, or Citrus Park?

	Count	Column N %
Yes	90	93.8%
No	6	6.3%
Total	96	100.0%

What source(s) of information do you rely on to find out about events and resources in Riverside? Check all that you use.

	Responses	Column Responses %	Column Response % (Base: Count)
A local newspaper	12	5.2%	12.6%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	23	10.0%	24.2%
Explore Riverside quarterly newsletter	4	1.7%	4.2%
Utility bill inserts	1	0.4%	1.1%
Friends and family	42	18.3%	44.2%
Social media such as Twitter or Facebook	59	25.7%	62.1%
Local Websites	23	10.0%	24.2%
Community or neighborhood groups	21	9.1%	22.1%
Email from the City or Councilmember	3	1.3%	3.2%
Religious/Faith community	4	1.7%	4.2%
Employer	24	10.4%	25.3%
Radio	5	2.2%	5.3%
Channel 3, government access TV	1	0.4%	1.1%
Never try to find out about things happening	6	2.6%	6.3%
Other	2	0.9%	2.1%
Total	230	100.0%	242.1%

NOTE: 95 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Of the information sources you selected, which source of information do you rely on MOST OFTEN to find out about events and resources in Riverside?		
	Count	Column N %
A local newspaper	2	3.2%
On-line community calendar at RiversideCA.gov (City's website) or ExploreRiverside.com	1	1.6%
Explore Riverside quarterly newsletter	1	1.6%
Utility bill inserts	0	0.0%
Friends and family	10	15.9%
Social media such as Twitter or Facebook	34	54.0%
Local Websites	7	11.1%
Community or neighborhood groups	1	1.6%
Email from the City or Councilmember	1	1.6%
Religious/Faith community	0	0.0%
Employer	5	7.9%
Radio	1	1.6%
Channel 3, government access TV	0	0.0%
Never try to find out about things happening	0	0.0%
Other	0	0.0%
Total	63	100.0%

Do you feel it is safe to walk near your work location?

	Count	Column N %
Yes, it is safe	29	30.9%
No, it is not safe	23	24.5%
It is somewhat safe	42	44.7%
Total	94	100.0%

What makes you feel it is unsafe to walk near your work location?

	Count	Column N %
Crime	5	7.7%
Drugs/Gang problem	3	4.6%
No sidewalks or bad sidewalks	0	0.0%
Dangerous intersections	0	0.0%
No lighting or poor lighting	0	0.0%
Too much traffic	1	1.5%
Homeless/panhandlers	51	78.5%
Combination of homeless, drugs, gangs, speeding	5	7.7%
Total	65	100.0%

In general, how fearful are you that you will be the victim of a serious crime, such as a violent or costly crime, in Riverside?

	Count	Column N %
Not at all fearful	7	7.5%
Not too fearful	24	25.8%
Somewhat fearful	47	50.5%
Very fearful	15	16.1%
Total	93	100.0%

In comparison to a year ago, would you say that you and your family are financially better off, about the same, or worse off?

	Count	Column N %
Better off	21	22.8%
Same	31	33.7%
Worse off	40	43.5%
Total	92	100.0%

Now looking ahead, do you think that a year from now you and your family will be better off, about the same, or worse off than you are now?

	Count	Column N %
Better off	26	34.7%
Same	34	45.3%
Worse off	15	20.0%
Total	75	100.0%

Do you donate money to Riverside causes or organizations?

	Count	Column N %
Yes	35	38.0%
No	37	40.2%
Donate to causes, but not in Riverside	20	21.7%
Total	92	100.0%

Do you volunteer for Riverside causes or organizations or schools?

	Count	Column N %
Yes	20	21.1%
No	61	64.2%
Usually, but not since the pandemic	14	14.7%
Total	95	100.0%

**ANSWERED ONLY BY THOSE WHO
VOLUNTEER:**

**How many hours per month do (or did) you
volunteer?**

	Count	Column N %
0-8 hours	14	70.0%
9-20 hours	4	20.0%
21 or more hours	2	10.0%
Total	20	100.0%

What is your work zip code?

	Count	Column N %
92501	31	37.8%
92502	6	7.3%
92503	3	3.7%
92504	3	3.7%
92505	2	2.4%
92506	5	6.1%
92507	32	39.0%
92508	0	0.0%
Total	82	100.0%

What was the last grade of school that you completed?

	Count	Column N %
Some high school or less	0	0.0%
High school degree or equivalent	5	5.4%
Some college but no degree	20	21.5%
Associate degree or technical certificate	17	18.3%
Bachelor's degree	29	31.2%
Graduate or professional degree	22	23.7%
Total	93	100.0%

What is your age?

	Count	Column N %
18 to 19 years old	0	0.0%
20 to 24	2	2.2%
25 to 29	3	3.3%
30 to 34	12	13.3%
35 to 39	14	15.6%
40 to 44	15	16.7%
45 to 49	14	15.6%
50 to 54	13	14.4%
55 to 59	10	11.1%
60 to 64	4	4.4%
65 to 69	2	2.2%
70 to 74 years old	1	1.1%
Total	90	100.0%

How many children ages 18 and under do you have living at home?

	Count	Column N %
None	51	54.8%
1	17	18.3%
2	19	20.4%
3	5	5.4%
4	0	0.0%
5 or more	1	1.1%
Total	93	100.0%

Which of the following best describes your employment status?

	Count	Column N %
Working full-time for pay	79	84.9%
Working less than 30 hours a week for pay	9	9.7%
Full-time student	1	1.1%
Other	4	4.3%
Total	93	100.0%

**ANSWERED BY THOSE WHO WORK FULL OR
PART TIME FOR PAY:**

Are you working more than one job?

	Count	Column N %
Yes	17	19.3%
No	71	80.7%
Total	88	100.0%

Are you a male or female?

	Count	Column N %
Male	23	24.7%
Female	63	67.7%
Non-binary / third gender	2	2.2%
Prefer not to say	5	5.4%
Total	93	100.0%

**Are you of Hispanic, Latino, or Spanish
origin?**

	Count	Column N %
Yes	39	42.9%
No	52	57.1%
Total	91	100.0%

Following are the race categories used in the U.S. Census. How would you describe your race? (Please choose all that apply)

	Responses	Column Responses %	Column Response % (Base: Count)
White	43	45.3%	48.3%
Black, African American	5	5.3%	5.6%
Hispanic/Latino	31	32.6%	34.8%
American Indian or Alaska Native-Print name of enrolled or principal tribe in box provided	1	1.1%	1.1%
Asian Indian	0	0.0%	0.0%
Chinese	4	4.2%	4.5%
Filipino	0	0.0%	0.0%
Japanese	0	0.0%	0.0%
Korean	1	1.1%	1.1%
Vietnamese	0	0.0%	0.0%
Other Asian	0	0.0%	0.0%
Native Hawaiian	0	0.0%	0.0%
Guamanian or Chamorro	0	0.0%	0.0%
Samoan	0	0.0%	0.0%
Other Pacific Islander	0	0.0%	0.0%
Some other race	2	2.1%	2.2%
Prefer not to say	8	8.4%	9.0%
Total	95	100.0%	106.7%

NOTE: 89 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.

Which of the following categories best describes your total household or family income before taxes, from all sources, for 2021?

	Count	Column N %
Less than \$25,000	3	3.9%
\$25,000 to less than \$35,000	3	3.9%
\$35,000 to less than \$50,000	8	10.4%
\$50,000 to less than \$65,000	9	11.7%
\$65,000 to less than \$80,000	11	14.3%
\$80,000 to \$110,000	11	14.3%
Over \$110,000	32	41.6%
Total	77	100.0%

**How many people contribute to the household income,
INCLUDING YOURSELF?**

	Count	Column N %
Just myself (1)	17	18.7%
2 people	70	76.9%
3 people	2	2.2%
4 people	2	2.2%
More than 4 people	0	0.0%
Total	91	100.0%

How did you hear about this Riverside Community Quality of Life Survey?

	Responses	Column Responses %	Column Response % (Base: Count)
A local newspaper	0	0.0%	0.0%
On-line community calendar on RiversideCA.gov (City's website) or ExploreRiverside.com	2	2.1%	2.2%
Explore Riverside quarterly newsletter	1	1.0%	1.1%
Utility bill inserts	0	0.0%	0.0%
Channel 3, Government Access TV	0	0.0%	0.0%
Community or neighborhood group	1	1.0%	1.1%
Friends and family	1	1.0%	1.1%
Local websites	1	1.0%	1.1%
Social media such as Twitter or Facebook	34	35.4%	37.0%
Email from the city or Councilmember	4	4.2%	4.3%
Religious/Faith community	0	0.0%	0.0%
Employer	42	43.8%	45.7%
Radio	0	0.0%	0.0%
Freeway sign	0	0.0%	0.0%
Other	9	9.4%	9.8%
Don't remember	1	1.0%	1.1%
Total	96	100.0%	104.3%

NOTE: 92 people responded to this multiple response question in which the respondent was able to indicate more than one response. "Column Responses %," therefore, sums to 100% but "Column Response % (Base: Count)" will not.